



ADA Checklist for Readily Achievable Barrier Removal

Based on the 2010 ADA Standards for Accessible Design



Produced by
Institute for Human Centered Design
www.HumanCenteredDesign.org

www.ADAchecklist.org
2011



ADA National Network
www.ADAta.org

Questions on the ADA 800-949-4232 voice/tty
Questions on checklist 617-695-0085 voice/tty
ADAinfo@NewEnglandADA.org

This checklist was produced by the New England ADA Center, a project of the Institute for Human Centered Design and a member of the ADA National Network. This checklist was developed under a grant from the Department of Education, NIDRR grant number H133A060092-09A. However the contents do not necessarily represent the policy of the Department of Education, and you should not assume endorsement by the Federal Government.

Questions or comments on the checklist contact the New England ADA Center at 617-695-0085 voice/tty or ADAinfo@NewEnglandADA.org

For the full set of checklists, including the checklists for recreation facilities visit www.ADAchecklist.org.

ADA Checklist for Readily Achievable Barrier Removal

What is Readily Achievable Barrier Removal?

The Americans with Disabilities Act (ADA) requires public accommodations (businesses and non-profit organizations) to provide goods and services to people with disabilities on an equal basis with the rest of the public.

Businesses and non-profit organizations that serve the public are to remove architectural barriers when it is “readily achievable” to do so; in other words, when barrier removal is “easily accomplishable and able to be carried out without much difficulty or expense.”

The decision of what is readily achievable is made considering the size, type, and overall finances of the public accommodation and the nature and cost of the access improvements needed. Barrier removal that is difficult now may be readily achievable in the future as finances change.

This checklist is intended to assist public accommodations as the first step in a planning process for readily achievable barrier removal.

Public accommodations’ ADA obligations for barrier removal can be found in the Department of Justice’s ADA Title III regulations 28 CFR Part 36.304.

Priorities for Barrier Removal

The ADA Title III regulations recommend four priorities for barrier removal. The purpose of these priorities is to facilitate business planning. The priorities are not mandatory.

How to Use this Checklist

Get Organized - One person can conduct a survey, but it’s easier with two people. One person can take measurements and the other person can fill out the checklist and take photos.

Obtain Floor Plans - A floor plan or sketch helps the surveyors get oriented and know how many elements, such as drinking fountains and entrances, there are and where they are. If plans are not available, sketch the layout of interior and exterior spaces.

Make Copies of the Checklist -

Determine how many copies of each section of the checklist you need. For example, most facilities have more than one toilet room.

Gather Tools -

- Checklist
- Clipboard makes it easier to write on the checklist
- Tape measure
- Electronic or carpenter’s level - 24 inches
- Door pressure gauge or fish scale for measuring door-opening force
- Digital camera
- Bag to hold these items

Public accommodations may determine the most effective mix of barrier removal measures to undertake in their facilities.

Priority 1 - Accessible approach and entrance

Priority 2 - Access to goods and services

Priority 3 - Access to public toilet rooms

Priority 4 - Access to other items such as water fountains and public telephones

2010 ADA Standards for Accessible Design

This checklist is based on the 2010 ADA Standards for Accessible Design (2010 Standards). The specifications are in this checklist to help determine what may be readily achievable barrier removal for existing facilities. This checklist does not include all sections of the 2010 Standards. For example there are no questions about patient rooms in hospitals or guest rooms in hotels. Consult the 2010 Standards for situations not covered in the checklist. Full compliance with the 2010 Standards is required only for new construction and alterations. The web address for the 2010 Standards is in the Resources section.

Safe Harbor – Construction Prior to March 15, 2012

Elements in facilities built or altered before March 15, 2012 that comply with the 1991 ADA Standards for Accessible Design (1991 Standards) are not required to be modified to specifications in the 2010 Standards. For example, the 1991 Standards allow 54 inches maximum for a side reach range to a control such as the operating part of a paper towel dispenser. The 2010 Standards lower that side reach range to 48 inches maximum. If a paper towel dispenser was installed prior to March 15, 2012 with the

Conduct the Survey

Start Outside - Start from site arrival points such as drop-off areas and public sidewalks and determine if there is an accessible route to an accessible entrance. If there is a parking lot or garage check for the correct number of accessible parking spaces, including van-accessible spaces. Is there an accessible route from the accessible parking spaces to an accessible entrance? Next survey the entrances. If there is an accessible entrance, determine if there are signs at inaccessible entrances directing people to the accessible entrance. Go inside and continue through the facility and the checklist.

Keep Good Notes - Write on the front of each checklist where you are surveying. You may end up with six toilet room checklists. When you get back to your office you'll want to know which one is the checklist for the first floor women's room. If there isn't an accessible entrance you'll want to indicate how many steps there are and how much space is available to install a ramp or lift. This is a good time to take photographs.

Take Good Measurements - When in doubt write it down. It's better to have too much information than not enough. Even if something is in compliance it's helpful to have exact measurements.

highest operating part at 54 inches, the paper towel dispenser does not need to be lowered to 48 inches. Since the dispenser complies with the 1991 Standards, that Standard provides a “safe harbor.”

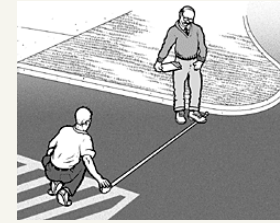
New Elements in the 2010 ADA Standards

The 2010 Standards contain elements that are not in the 1991 Standards. These elements include recreation facilities such as swimming pools, team or player seating, accessible routes in court sports facilities, saunas and steam rooms, fishing piers, play areas, exercise machines, golf facilities, miniature golf facilities, amusement rides, shooting facilities with firing positions, and recreational boating facilities. Because these elements were not included in the 1991 Standards, they are not subject to the safe harbor exemption. Public accommodations must remove architectural barriers to these items when it is readily achievable to do so. For example, a hotel must determine whether it is readily achievable to make its swimming pool accessible by installing a lift, a sloped entry or both as specified in the 2010 Standards.

What this Checklist is Not

The ADA Title III regulations require more than barrier removal. The regulations include requirements for nondiscriminatory policies and practices and for the provision of auxiliary aids and services, such as sign language interpreters for people who are deaf and material in Braille for people who are blind. This checklist does not cover those requirements.

Since this checklist does not include all of the 2010 Standards it is not intended to determine compliance for new construction or facilities being altered.



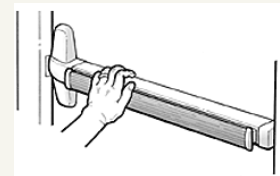
Parking Spaces

Measure from the inside edge of the painted line to the inside of the opposite painted line or edge of space.



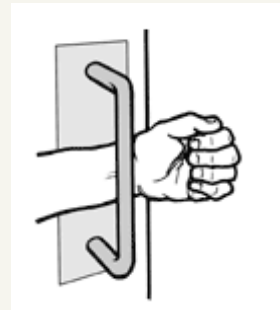
Door Clear Width

Open the door 90 degrees, measure from the face of the door to the edge of the door stop.



Door Opening Force

If you're using a door pressure gauge place it where you would push open the door.



If you're using a fish scale place it where you would pull open the door.

What are Public Accommodations?

Under the ADA public accommodations are private entities that own, lease, lease to or operate a place of public accommodation. This means that both a landlord who leases space in a building to a tenant and the tenant who operates a place of public accommodation have responsibilities to remove barriers.

A place of public accommodation is a facility whose operations affect commerce and fall within at least one of the following 12 categories:

- 1) Places of lodging (e.g., inns, hotels, motels, except for owner-occupied establishments renting fewer than six rooms)
- 2) Establishments serving food or drink (e.g., restaurants and bars)
- 3) Places of exhibition or entertainment (e.g., motion picture houses, theaters, concert halls, stadiums)
- 4) Places of public gathering (e.g., auditoriums, convention centers, lecture halls)
- 5) Sales or rental establishments (e.g., bakeries, grocery stores, hardware stores, shopping centers)
- 6) Service establishments (e.g., laundromats, dry-cleaners, banks, barber shops, beauty shops, travel services, shoe repair services, funeral parlors, gas stations, offices of accountants or lawyers, pharmacies, insurance offices, professional offices of health care providers, hospitals)
- 7) Public transportation terminals, depots, or stations (not including facilities relating to air transportation)



Accessible Slopes

You can measure slope with a 24 inch level and a tape measure. Put the level on the surface in the direction you are

measuring. Put one end at the high point of the surface and raise the other end so that the bubble is in the middle of the level's gauge. The level is now level. Measure the distance between the end of the level at its bottom point and the surface.

For a ramp the maximum running slope allowed is 1:12. That means for every inch of height change there should be at least 12 inches of ramp run. If the distance between the bottom of the level and the ramp surface is 2 inches or less, then the slope is 1:12 or less ($2:24 = 1:12$ and $1.5:24 = 1:16$ which is a more gradual slope than 1:12). If the distance is greater than 2 inches, the ramp is too steep. For example, if the distance is 3 inches, then the slope is 1:8 ($3:24 = 1:8$ which is a steeper slope than 1:12).

For the parts of an accessible route that aren't a ramp, the maximum running slope allowed is 1:20. That means for every inch of height change there must be at least 20 inches of route run. The distance from the bottom edge of the level to the surface should be no more than 1.2 inches ($1.2:24 = 1:20$).

- 8) Places of public display or collection (e.g. , museums, libraries, galleries)
- 9) Places of recreation (e.g. , parks, zoos, amusement parks)
- 10) Places of education (e.g. , nursery schools, elementary, secondary, undergraduate, or postgraduate private schools)
- 11) Social service center establishments (e.g. , day care centers, senior citizen centers, homeless shelters, food banks, adoption agencies)
- 12) Places of exercise or recreation (e.g. , gymnasiums, health spas, bowling alleys, golf courses).

Resources

U.S. Department of Justice ADA Information

800-514-0301 voice
800-514-0383 TTY
www.ada.gov

ADA National Network

800-949-4232 voice/TTY connects to your regional ADA Center
www.adata.org

U.S. Access Board

800- 872-2253 voice
800-993-2822 TTY
www.access-board.gov

For the cross slope of an accessible route the maximum slope allowed is 1:48. The distance from the bottom edge of the level to the surface should be no more than ½ inch (.5:24 = 1:48). The cross slope of an accessible route is the slope that is perpendicular to the direction of pedestrian travel.

Slopes may also be measured using a digital level. Be sure to read the instructions. Measure with the percent calculation rather than the degrees calculation. For a ramp the maximum running slope allowed is 8.33% (8.33% is a 1:12 slope). For an accessible route without a ramp the maximum running slope allowed is 5% (1:20). For the cross slope of an accessible route the maximum slope allowed is 2.083% (1:48).

Check that You Got Everything - Before you leave the site review all the checklists. Make sure you know which checklist goes with which entrance and which toilet room and that you've got all the information you need. It is better to do it now than to have to go back.

After the Survey

List Barriers and Solutions - Consider the solutions listed beside each question on the checklist and add your own ideas. Consult with building contractors and equipment suppliers to estimate the costs for making modifications.

ADA Title III Regulations 28 CFR Part 36

www.ada.gov/regs2010/titleIII_2010/titleIII_2010_regulations.htm

2010 ADA Standards for Accessible Design

www.ada.gov/2010ADASTandards_index.htm

1991 ADA Standards for Accessible Design

www.ada.gov/stdspdf.htm

Tax Deductions and Credits for Barrier Removal

www.ada.gov/taxincent.htm

Acknowledgements

Many of the illustrations are from the U.S. Department of Justice and the U.S. Access Board or are based on illustrations produced by the U.S. Access Board and the U.S. Department of Justice.

Develop an Implementation Plan -

Although an implementation plan is not required, the Department of Justice recommends such a plan, specifying what barriers will be removed and when solutions will occur: *"...Such a plan...could serve as evidence of a good faith effort to comply..."* Prioritize items, make a timeline and develop a budget. Where the removal of barriers is not readily achievable, consider whether there are alternative methods for providing access that are readily achievable such as curbside takeout service at a restaurant with an accessible intercom system outside.

Make Changes -

Use the 2010 ADA Standards for Accessible Design. Note: Until March 15, 2012 the 1991 ADA Standards for Accessible Design may be used for readily achievable barrier removal. Check whether local and state building codes require greater accessibility when alterations are undertaken.

Follow Up - Review the implementation plan each year to evaluate whether more access improvements have become readily achievable.

ADA Checklist for Readily Achievable Barrier Removal

Priority 1 – Approach & Entrance



Project

Building

Location

Date

Surveyors

Contact Information

An accessible route from site arrival points and an accessible entrance should be provided for everyone.



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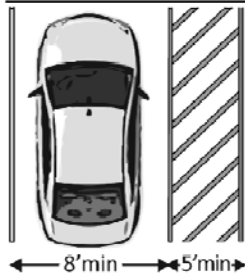
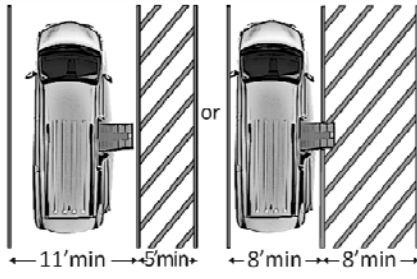
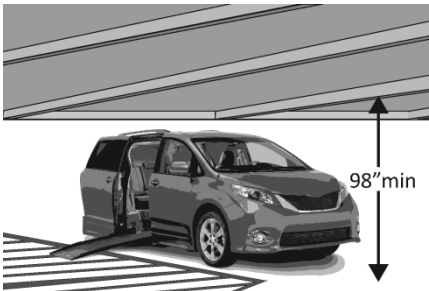
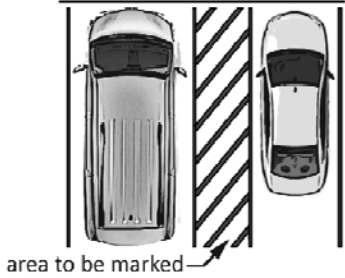

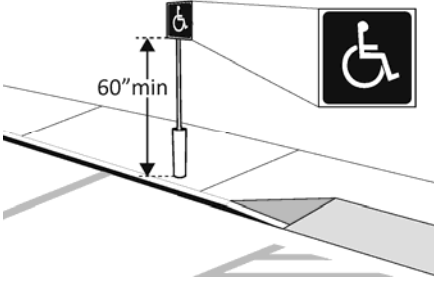

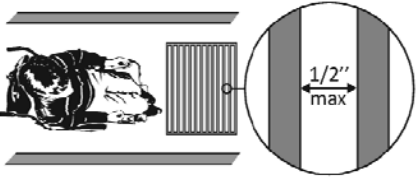
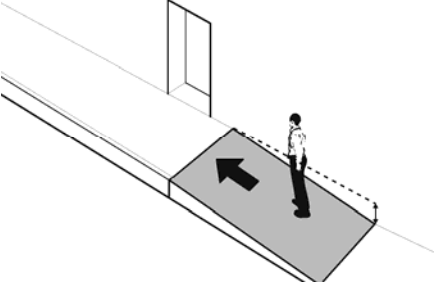
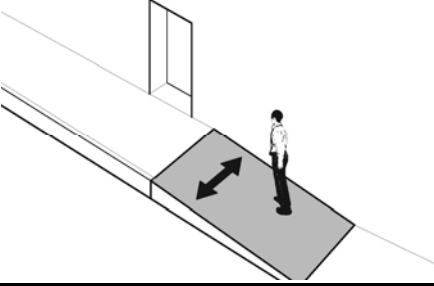
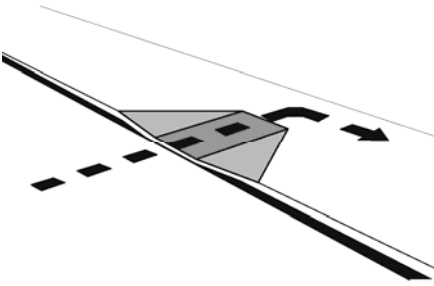
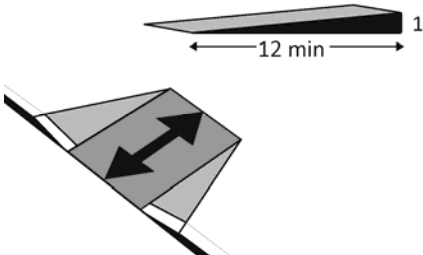
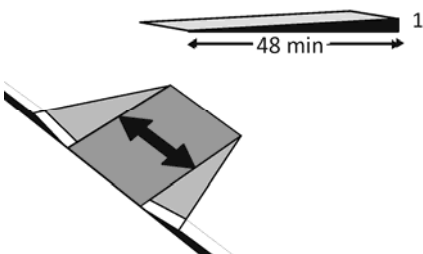
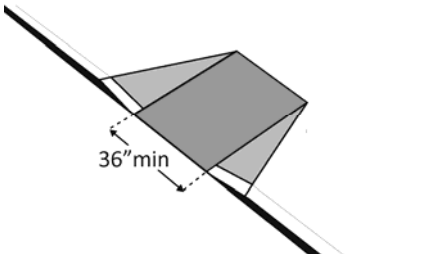
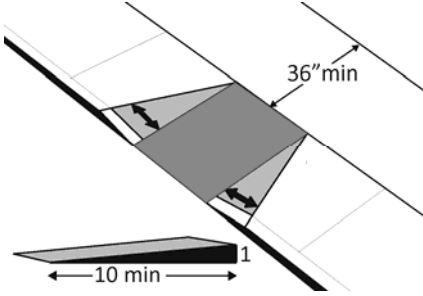
Priority 1 – Approach & Entrance			Comments	Possible Solutions												
1.1	Is there at least one route from site arrival points (parking, passenger loading zones, public sidewalks and public transportation stops) that does not require the use of stairs?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, location of route:	Photo #:	<ul style="list-style-type: none"> • Add a ramp • Regrade to 1:20 maximum slope • Add a lift if site constraints prevent other solutions 												
Parking (2010 Standards – 208 & 502) Note: Accessible parking spaces should be identified by size, access aisle and signage.																
1.2	If parking is provided for the public, are an adequate number of accessible spaces provided?	<input type="checkbox"/> Yes <input type="checkbox"/> No Total #: Accessible #: <table border="1"> <thead> <tr> <th>Total Spaces</th> <th>Accessible Spaces</th> </tr> </thead> <tbody> <tr> <td>1 - 25</td> <td>1</td> </tr> <tr> <td>26 - 50</td> <td>2</td> </tr> <tr> <td>51 - 75</td> <td>3</td> </tr> <tr> <td>76 - 100</td> <td>4</td> </tr> <tr> <td colspan="2">100+ see 2010 Standards 208.2</td> </tr> </tbody> </table>	Total Spaces	Accessible Spaces	1 - 25	1	26 - 50	2	51 - 75	3	76 - 100	4	100+ see 2010 Standards 208.2		Photo #:	<ul style="list-style-type: none"> • Reconfigure by repainting lines • •
Total Spaces	Accessible Spaces															
1 - 25	1															
26 - 50	2															
51 - 75	3															
76 - 100	4															
100+ see 2010 Standards 208.2																
1.3	Of the accessible spaces, is at least one a van accessible space?*	<input type="checkbox"/> Yes <input type="checkbox"/> No *For every 6 or fraction of 6 parking spaces required by the table above, at least 1 should be a van accessible space.	Photo #:	<ul style="list-style-type: none"> * If constructed before 3/15/2012, parking is compliant if at least 1 in every 8 accessible spaces is van accessible • Reconfigure by repainting lines 												
1.4	Are accessible spaces at least 8 feet wide with an access aisle at least 5 feet wide?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:	 <p>Diagram showing a car in a parking space. The width of the space is labeled as 8' min. The width of the access aisle next to the car is labeled as 5' min.</p>	<ul style="list-style-type: none"> • Reconfigure by repainting lines <p>Two spaces can share an access aisle (check state requirements; some states, such as Connecticut, require an access aisle for</p>												

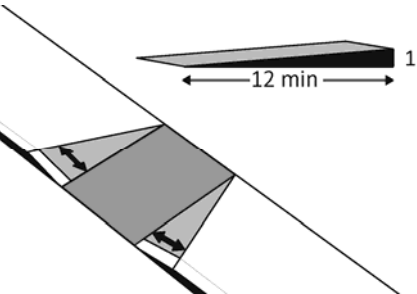
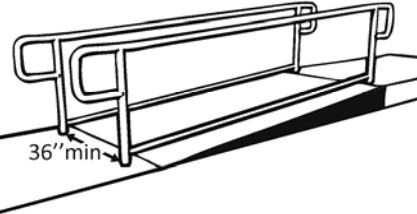

			Photo #:	each space)
<p>1.5 Is the van accessible space:</p> <p>At least 11 feet wide with an access aisle at least 5 feet wide?</p> <p>Or</p> <p>At least 8 feet wide with an access aisle at least 8 feet wide?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure to provide van-accessible space(s) • •
<p>1.6 Is at least 98 inches of vertical clearance provided for the van accessible space?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure to provide van-accessible space(s) • •
<p>1.7 Are the access aisles marked so as to discourage parking in them?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Mark access aisles • • <p>The marking method and color may be addressed by state/local requirements</p>
<p>1.8 Is the slope of the accessible parking spaces and access aisles no steeper than 1:48 in all directions?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Regrade surface • •

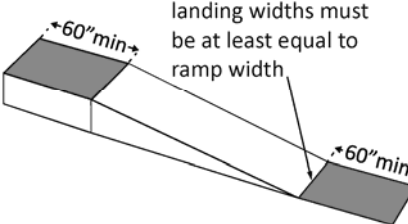
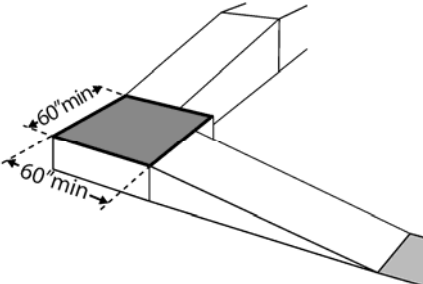
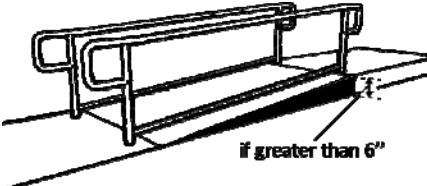
<p>1.9 Do the access aisles adjoin an accessible route?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • Create accessible route • Relocate accessible space •
<p>1.10 Are accessible spaces Identified with a sign that includes the International Symbol of Accessibility?</p> <p>Is the bottom of the sign at least 60 inches above the ground?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		<p>Photo #:</p>	<ul style="list-style-type: none"> • Install signs • • <p>The International Symbol of Accessibility is not required on the ground by the 2010 Standards</p>
<p>1.11 Are there signs reading “van accessible” at van accessible spaces?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • Install signs • •
<p>1.12 Of the total parking spaces, are the accessible spaces located on the closest accessible route to the accessible entrance(s)?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure spaces • • <p>If parking lot serves multiple entrances, accessible parking should be dispersed</p>

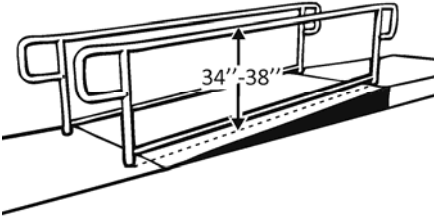
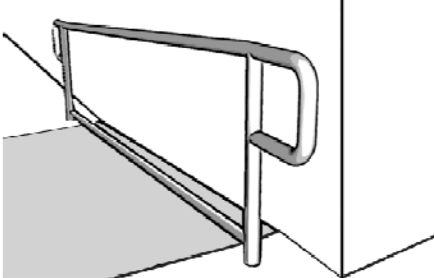
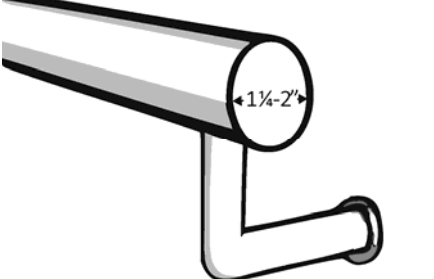
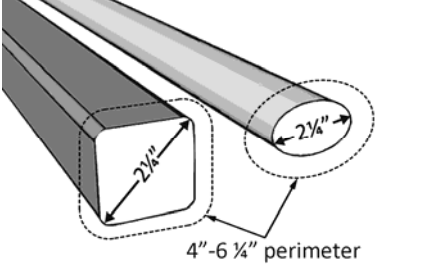
Exterior Accessible Route (2010 Standards – Ch.4)				
1.13 Is the route stable, firm and slip-resistant?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Repair uneven paving • Fill small bumps and breaks with patches • Replace gravel with asphalt or other surface
1.14 Is the route at least 36 inches wide? Note: The accessible route can narrow to 32 inches min. for a max. of 24 inches. These narrower portions of the route must be at least 48 inches from each other.	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:	<p>The diagram illustrates the width requirements for an accessible route. The top part shows a person in a wheelchair on a path that is at least 36 inches wide. The bottom part shows a path that narrows to a minimum of 32 inches for a maximum of 24 inches. These narrower sections must be at least 48 inches apart.</p>	Photo #:	<ul style="list-style-type: none"> • Change or move landscaping, furnishings or other items • Widen route •
1.15 If the route is greater than 200 feet in length and no less than 60 inches wide, is there a passing space no less than 60 x 60 inches?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:	<p>The diagram shows a passing space for a wheelchair. The space is at least 60 inches wide and 60 inches deep. A person in a wheelchair is shown within the space, and another person is shown approaching from the side.</p>	Photo #:	<ul style="list-style-type: none"> • Widen route for passing space • •

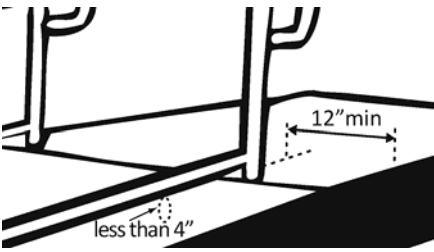
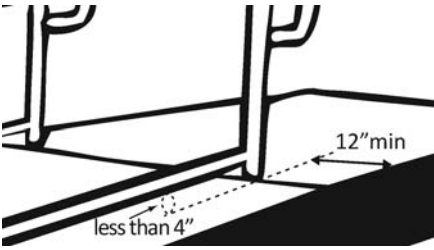
<p>1.16 If there are grates or openings on the route, are the openings no larger than ½ inches to the dominant direction of travel?</p> <p>Is the long dimension perpendicular to the dominant direction of travel?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Replace or move grate • •
<p>1.17 Is the running slope no steeper than 1:20, i.e. for every inch of height change there are at least 20 inches of route run?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Regrade to 1:20 max. • If steeper than 1:20 and no steeper than 1:12, treat as a ramp and add other features such as edge protection and handrails •
<p>1.18 Is the cross slope no steeper than 1:48?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Regrade to 1:48 max. • •
<p>Curb Ramps (2010 Standards – 406)</p>				
<p>1.19 If the accessible route crosses a curb, is there a curb ramp?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Install curb ramp • •


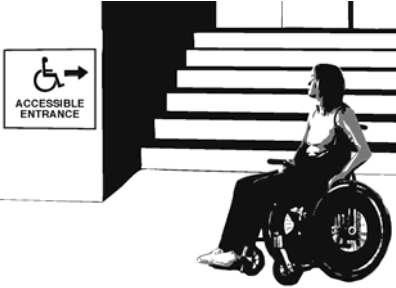

<p>1.20 Is the running slope of the curb ramp no steeper than 1:12, i.e. for every inch of height change there are at least 12 inches of curb ramp run?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Regrade curb ramp • •
<p>1.21 Is the cross slope of the curb ramp, excluding flares, no steeper than 1:48?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Regrade curb ramp • •
<p>1.22 Is the curb ramp, excluding flares, at least 36 inches wide?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Widen curb ramp • •
<p>1.23 At the top of the curb ramp is there a level landing (slope no steeper than 1:48 in all directions) that is at least 36 inches long and at least as wide as the curb ramp?</p> <p>If there are curb ramp flares, are the slopes of the flares no steeper than 1:10, i.e. for every inch of height change there are</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure • Add ramp flares •

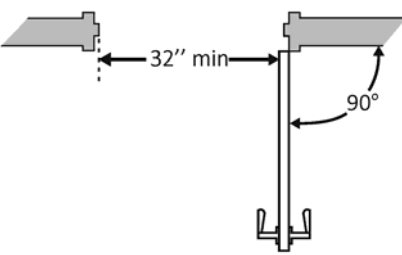
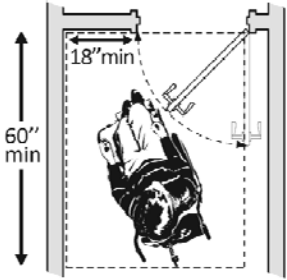
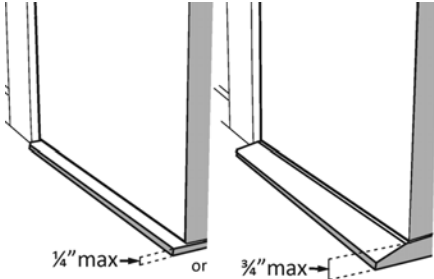
at least 10 inches of flare run?			Photo #:	
<p>1.24 If the landing at the top is less than 36 inches long, are there curb ramp flares?</p> <p>Are the slopes of the flares no greater than 1:12, i.e. for every inch of height change there are at least 12 inches of flare run?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Add ramp flares • Regrade flares •
Ramps (2010 Standards – 405 & 505) Note: If any portion of the accessible route is steeper than 1:20, it should be treated as a ramp.				
<p>1.25 If there is a ramp (other than curb ramps), is it at least 36 inches wide? If there are handrails, measure between the handrails.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter ramp • •
<p>1.26 Is the surface stable, firm and slip resistant?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Resurface ramp • •
<p>1.27 For each section of the ramp, is the running slope no greater than 1:12, i.e. for every inch of height change there are at least 12 inches of ramp run?</p> <p>Note: Rises no greater than 3 inches with a slope no steeper than</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>			<ul style="list-style-type: none"> • Alter or relocate ramp • Lengthen ramp to decrease slope •


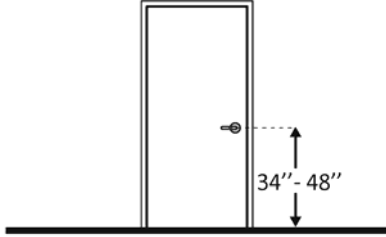
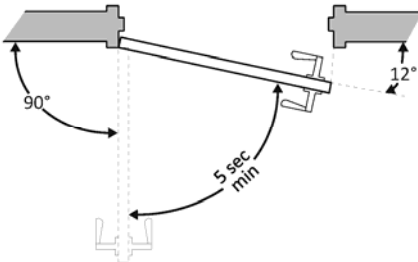
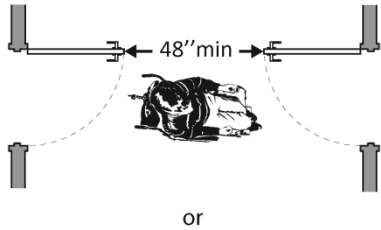
<p>1:8 and rises no greater than 6 inches with a slope no steeper than 1:10 are permitted when such slopes are necessary due to space limitations.</p>			Photo #:	
<p>1.28 Is there a level landing that is at least 60 inches long and at least as wide as the ramp:</p> <p>At the top of the ramp?</p> <p>At the bottom of the ramp?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		Photo #:	<ul style="list-style-type: none"> • Alter ramp • •
<p>1.29 Is there a level landing where the ramp changes direction that is at least 60 x 60 inches?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		Photo #:	<ul style="list-style-type: none"> • Alter ramp • •
<p>1.30 If the ramp has a rise higher than 6 inches, are there handrails on both sides?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		Photo #:	<ul style="list-style-type: none"> • Add handrails • • <p>Curb ramps are not required to have handrails</p>

1.31 Is the top of the handrail gripping surface no less than 34 inches and no greater than 38 inches above the ramp surface?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Reconfigure or replace handrails • •
1.32 Is the handrail gripping surface continuous and not obstructed along the top or sides? Is the bottom of the handrail gripping surface obstructed for no more than 20 percent of its length?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Reconfigure or replace handrails • •
1.33 If the handrail gripping surface is circular, is it no less than 1 ¼ inches and no greater than 2 inches in diameter?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Replace handrails • •
1.34 If the handrail gripping surface is non-circular, is it no less than 4 inches and no greater than 6 ½ inches in perimeter and no more than 2 ¼ inches in cross section?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Replace handrails • •

<p>1.35 Does the handrail:</p> <p>Extend at least 12 inches horizontally beyond the top and bottom of the ramp?</p> <p>Return to a wall, guard, or landing surface?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Add extensions • Reconfigure handrails •
<p>1.36 To prevent wheelchair casters and crutch tips from falling off:</p> <p>Does the surface of the ramp extend at least 12 inches beyond the inside face of the handrail?</p> <p>Or</p> <p>Is there a curb or barrier that prevents the passage of a 4-inch diameter sphere?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Add curb • Add barrier • Extend ramp width •
<p>Entrance (2010 Standards – 404)</p>				
<p>1.37 Is the main entrance accessible?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Photo #:</p>	<p>Photo #:</p>	<ul style="list-style-type: none"> • Redesign to make it accessible • •

<p>1.38 If the main entrance is not accessible, is there an alternative accessible entrance?</p> <p>Can the alternative accessible entrance be used independently and during the same hours as the main entrance?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Designate an entrance and make it accessible • Ensure that accessible entrance can be used independently and during the same hours as the main entrance •
<p>1.39 Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Install signs • Install signs on route before people get to inaccessible entrances so that people do not have to turn around and retrace route •
<p>1.40 If not all entrances are accessible, is there a sign at the accessible entrance with the International Symbol of Accessibility?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Install sign • •

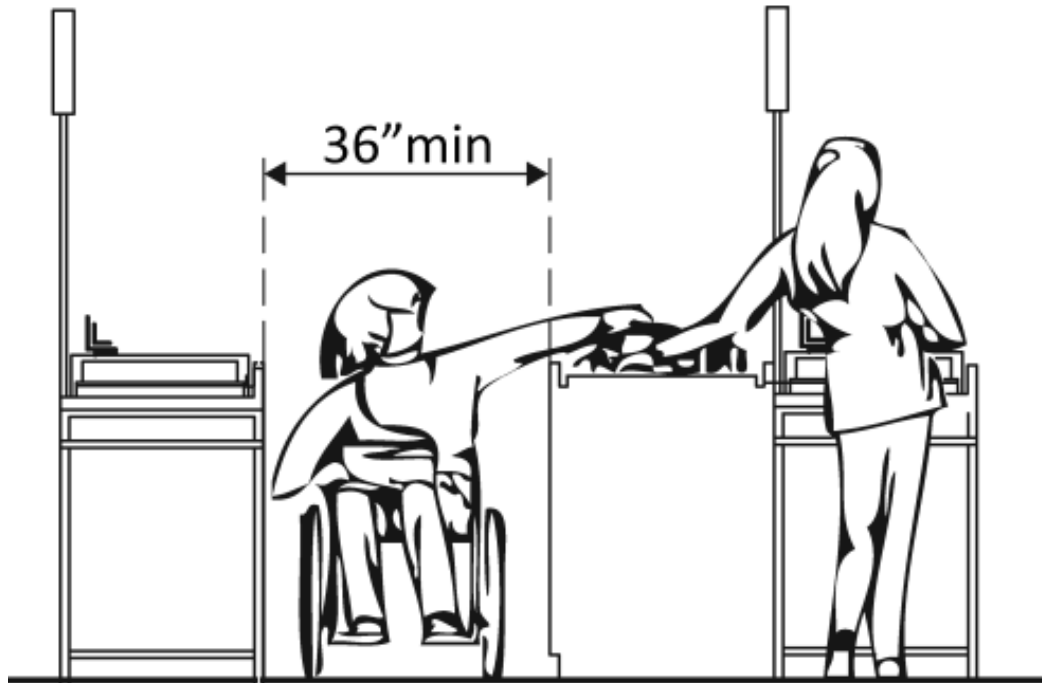
<p>1.41 Is the clear opening width of the accessible entrance door at least 32 inches, between the face of the door and the stop, when the door is open 90 degrees?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter door • Install offset hinges •
<p>1.42 If there is a front approach to the pull side of the door, is there at least 18 inches of maneuvering clearance beyond the latch side plus at least 60 inches clear depth?</p> <p>On both sides of the door, is the ground or floor surface of the maneuvering clearance level (no steeper than 1:48)?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<p>See 2010 Standards 404.2.4 for maneuvering clearance requirements on the push side of the door and side approaches to the pull side of the door</p> <ul style="list-style-type: none"> • Remove obstructions • Reconfigure walls • Add automatic door opener
<p>1.43 Is the door threshold edge no more than ¼ inch high?</p> <p>Or</p> <p>No more than ¾ inch high if slope is beveled no steeper than 1:2?</p> <p>Note: The first ¼ inch of the threshold may be vertical; the rest must be beveled.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Remove or replace threshold • •

1.44 Is the door equipped with hardware, including locks, that is operable with one hand and does not require tight grasping, pinching, or twisting of the wrist?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Replace inaccessible knob with lever, loop or push hardware • Add automatic door opener •
1.45 Are the operable parts of the door hardware no less than 34 inches and no greater than 48 inches above the floor or ground surface?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Change hardware height • •
1.46 If the door has a closer, does it take at least 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the latch?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Adjust closer • •
1.47 If there are two doors in a series, e.g. vestibule, is the distance between the doors at least 48 inches plus the width of the doors when swinging into the space?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:			<ul style="list-style-type: none"> • Remove inner door • Change door swing •

		<p>48" min</p> <p>or</p> <p>48" min</p>	Photo #:	
1.48 If provided at the building entrance, are carpets or mats no higher than ½ inch thick?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:	<p>½" max</p>	Photo #:	<ul style="list-style-type: none"> • Replace or remove mats • •
1.49 Are edges of carpets or mats securely attached to minimize tripping hazards?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Secure carpeting or mats at edges • •

ADA Checklist for Readily Achievable Barrier Removal

Priority 2 – Access to Goods & Services



Project _____

Building _____

Location _____

Date _____

Surveyors _____

Contact Information _____

The layout of the building should allow people with disabilities to obtain goods and services and to participate in activities without assistance.



Institute for Human Centered Design
www.HumanCenteredDesign.org
November 2011



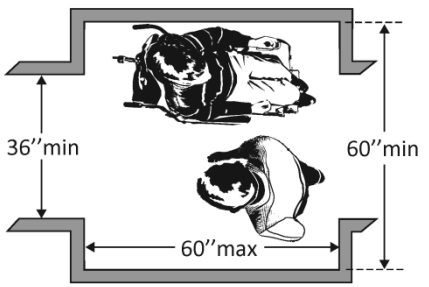
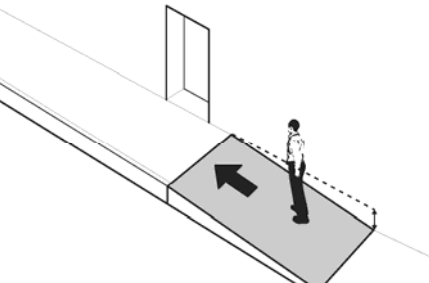
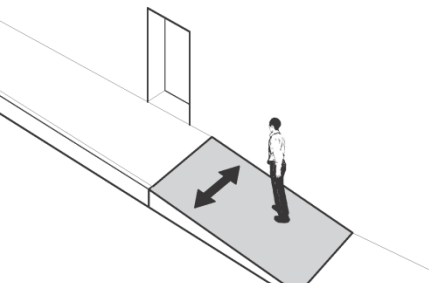

ADA National Network
Questions on the ADA 800-949-4232 voice/tty
www.ADAchecklist.org

This checklist was produced by the New England ADA Center, a project of the Institute for Human Centered Design and a member of the ADA National Network. This checklist was developed under a grant from the Department of Education, NIDRR grant number H133A060092-09A. However the contents do not necessarily represent the policy of the Department of Education, and you should not assume endorsement by the Federal Government.

Questions or comments on the checklist contact the New England ADA Center at 617-695-0085 voice/tty or ADAinfo@NewEnglandADA.org

For the full set of checklists, including the checklists for recreation facilities visit www.ADAchecklist.org.

Priority 2 – Access to Goods & Services			Comments	Possible Solutions
2.1	Does the accessible entrance provide direct access to the main floor, lobby and elevator?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Photo #:	<ul style="list-style-type: none"> • Create accessible route • •
Interior Accessible Route (2010 Standards – Ch.4)				
2.2	Are all public spaces on at least one accessible route?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Photo #:	<ul style="list-style-type: none"> • Create accessible route • •
2.3	Is the route stable, firm and slip-resistant?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Photo #:	<ul style="list-style-type: none"> • Repair uneven surfaces • •
2.4	<p>Is the route at least 36 inches wide?</p> <p>Note: The accessible route can narrow to 32 inches min. for a max. of 24 inches. These narrower portions of the route must be at least 48 inches from each other.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>	<p>The diagram illustrates two scenarios for route narrowing. The top scenario shows a person in a wheelchair on a path that is 36 inches wide. The bottom scenario shows a person in a wheelchair on a path that narrows to 32 inches for a maximum of 24 inches, with a 48-inch gap between narrower sections.</p>	<p>Photo #:</p> <ul style="list-style-type: none"> • Widen route • •

<p>2.5 If the route is greater than 200 feet in length and no less than 36 inches wide, is there a passing space no less than 60 x 60 inches?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Widen route for passing space • •
<p>2.6 Is the running slope no steeper than 1:20, i.e. for every inch of height change there are at least 20 inches of route run?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Regrade • If steeper than 1:20 and no steeper than 1:12, treat as ramp and add other features such as edge protection and handrails •
<p>2.7 Is the cross slope no steeper than 1:48?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Regrade • •
<p>2.8 Do all objects on circulation paths through public areas, e.g. fire extinguishers, drinking fountains, signs, etc., protrude no more than 4 inches into the path? Or If an object protrudes more than 4 inches, is the bottom leading edge at 27 inches or lower above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>	 <p>Or</p>	<p>Photo #:</p>	<ul style="list-style-type: none"> • Remove object • Add tactile warning such as permanent planter or partial walls •

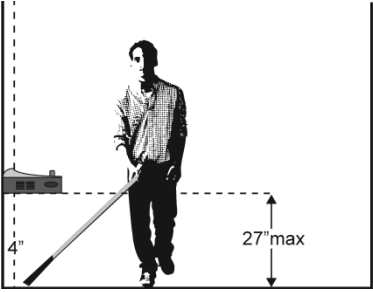
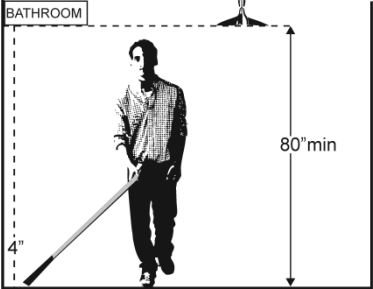
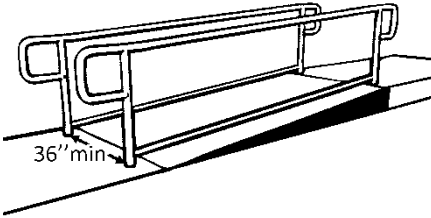
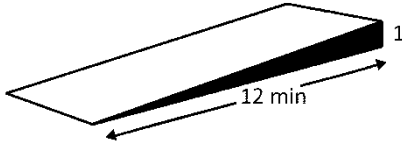
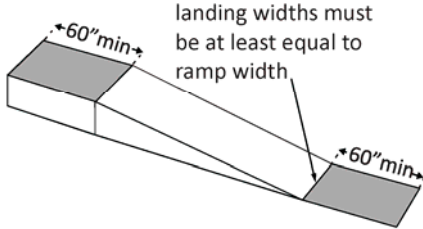
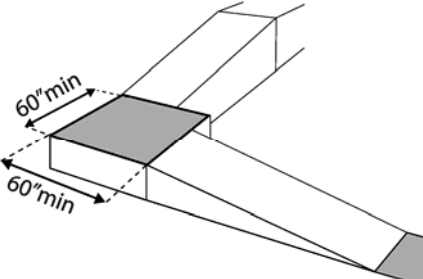
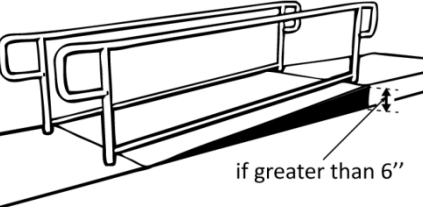
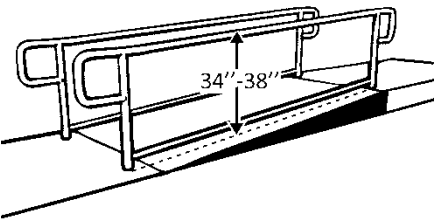
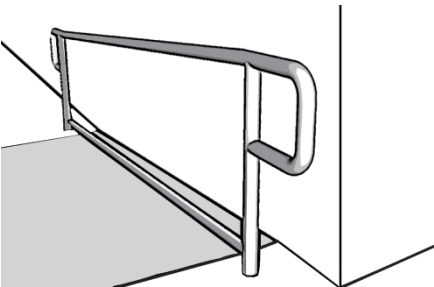
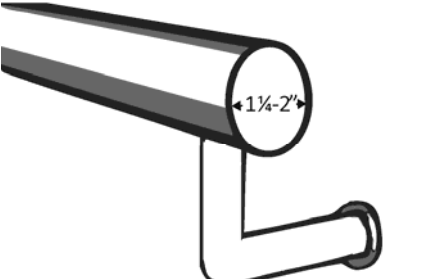
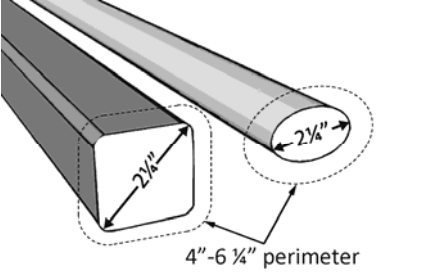
<p>Or</p> <p>Is the bottom leading edge at 80 inches or higher above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>	 <p>Or</p> 	<p>Photo #:</p>	
<p>2.9 Are there elevators or platform lifts to all public stories?*</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>			<p>*Vertical access is not required in new construction or alterations if a facility is less than three stories or has less than 3,000 square feet per story, unless a facility is a shopping center, shopping mall, professional office of a health care provider, transportation terminal, state facility or government facility</p> <p>• Install if necessary</p>

			Photo #:	<ul style="list-style-type: none"> • Offer goods and services on an accessible story •
Ramps (2010 Standards 404 & 505)				
2.10 If there is a ramp, is it at least 36 inches wide? If there are handrails, measure between the handrails.	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Alter ramp • •
2.11 Is the surface stable, firm and slip resistant?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Change surface • •
2.12 For each section of the ramp, is the running slope no greater than 1:12, i.e. for every inch of height change there are at least 12 inches of ramp run? Note: Rises no greater than 3 inches with a slope no steeper than 1:8 and rises no greater than 6 inches with a slope no steeper than 1:10 are permitted when due to space limitations.	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Lengthen ramp to decrease slope • Reconfigure ramp to include switchbacks • Relocate ramp •

<p>2.13 Is there a level landing that is at least 60 inches long and at least as wide as the ramp:</p> <p>At the top of the ramp?</p> <p>At the bottom of the ramp?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter ramp • Relocate ramp •
<p>2.14 Is there a level landing where the ramp changes direction that is at least 60 x 60 inches?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Increase landing size • •
<p>2.15 If the ramp has a rise higher than 6 inches are there handrails on both sides?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Add handrails • •

2.16 Is the top of the handrail gripping surface no less than 34 inches and no greater than 38 inches above the ramp surface?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Adjust handrail height • •
2.17 Is the handrail gripping surface continuous and not obstructed along the top or sides? If there are obstructions, is the bottom of the handrail gripping surface obstructed by no more than 20%?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Regrade to 1:20 max • If steeper than 1:20 and no steeper than 1:12, treat as a ramp and add other features such as edge protection and handrails •
2.18 If the handrail gripping surface is circular, is it no less than 1 ¼ inches and no greater than 2 inches in diameter?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Alter handrails • •
2.19 If the handrail gripping surface is non-circular, is it no less than 4 inches and no greater than 6 ½ inches in perimeter and no more than 2 ¼ inches in cross section?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Alter handrails • •

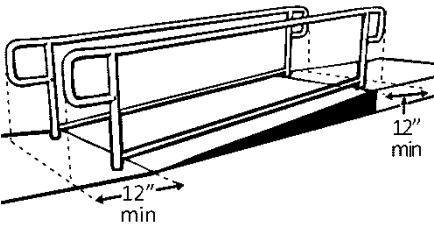
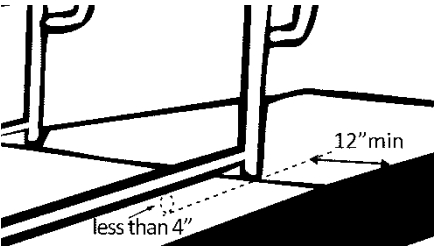
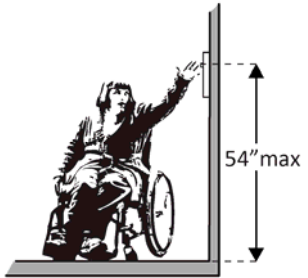
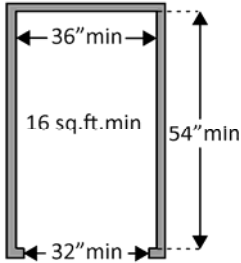
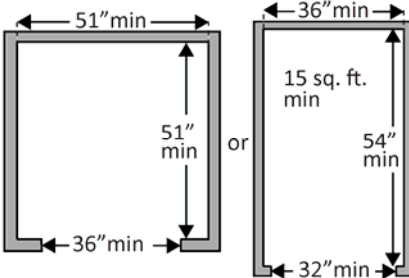
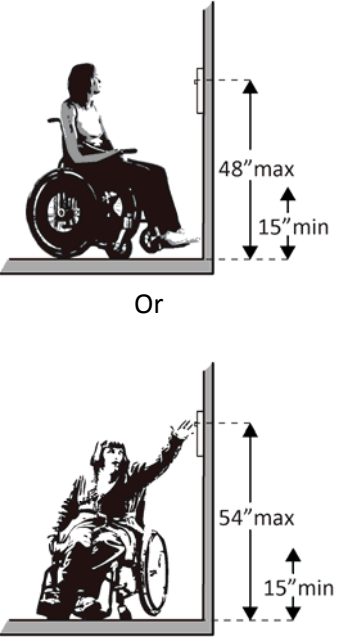

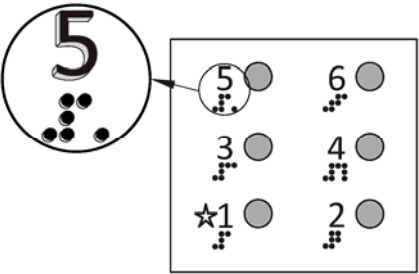
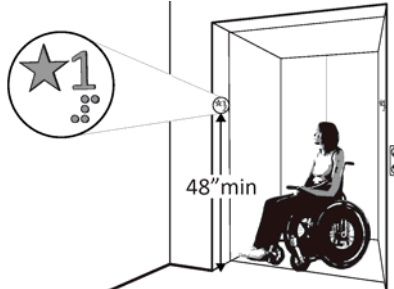
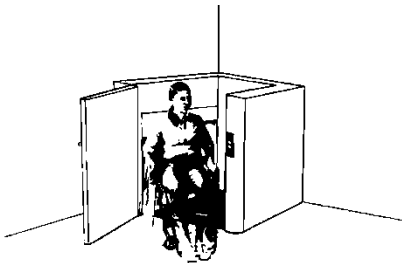
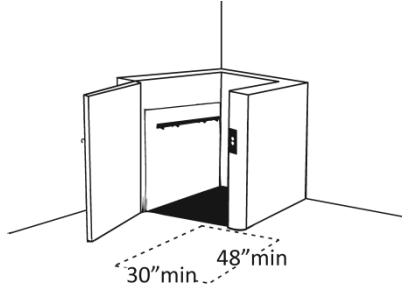
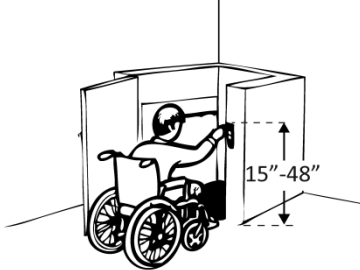
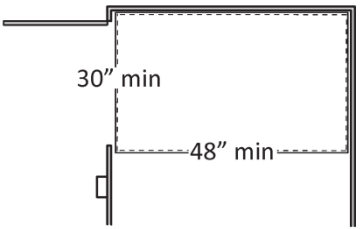
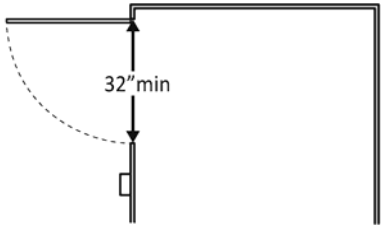
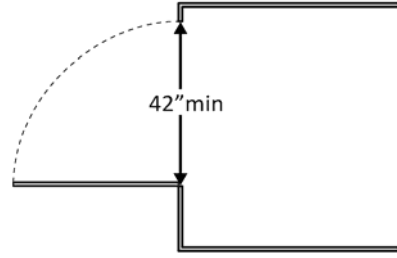
<p>2.20 Does the handrail:</p> <p>Extend at least 12 inches beyond the top and bottom of the ramp?</p> <p>Return to a wall, guard, or landing surface?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter handrails • • <p>If a 12" extension would be hazardous (in circulation path), it is not required</p>
<p>2.21 To prevent wheelchair casters and crutch tips from falling off:</p> <p>Does the surface of the ramp extend at least 12 inches beyond the inside face of the handrail?</p> <p>Or</p> <p>Is there a curb or barrier that prevents the passage of a 4-inch diameter sphere?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Add curb • Add barrier • Extend ramp width • •
<p>Elevators – Full Size & LULA (limited use, limited application) (2010 Standards – 407 & 408) Note: LULA elevators are often used in alterations.</p>				
<p>2.22 If there is a full size or LULA elevator, are the call buttons no higher than 54 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Change call button height • •
<p>2.23 If there is a full size or LULA elevator, does the sliding door reopen automatically when obstructed by an object or person?*</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>			<p>* If constructed before 3/15/2012 and manually operated, the door is not required to reopen automatically</p>

			Photo #:	<ul style="list-style-type: none"> • Install opener •
2.24 If there is a LULA elevator with a swinging door: Is the door power- operated? <input type="checkbox"/> Yes <input type="checkbox"/> No Does the door remain open for at least 20 seconds when activated? <input type="checkbox"/> Yes <input type="checkbox"/> No Time:			Photo #:	<ul style="list-style-type: none"> • Add power operated door • Adjust opening time •
2.25 If there is a full size elevator: Is the interior at least 54 inches deep by at least 36 inches wide with at least 16 sq. ft. of clear floor area? <input type="checkbox"/> Yes <input type="checkbox"/> No Measurement: Is the door opening width at least 32 inches? <input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:			Photo #:	<ul style="list-style-type: none"> • Replace elevator • •
2.26 If there is a LULA elevator, is the interior: At least 51 x 51 inches with a door opening width of at least 36 inches? Or At least 54 inches deep by at least 36 inches wide with at least 15 sq. ft. of clear floor	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement: <input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:			<ul style="list-style-type: none"> • Replace elevator • •

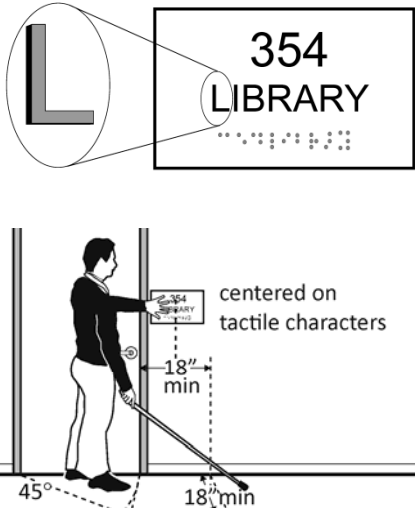
<p>area and a door opening width of at least 32 inches?</p>			<p>Photo #:</p>	
<p>2.27 If there is a full size or LULA elevator, are the in-car controls:</p> <p>No less than 15 inches and no greater 48 inches above the floor? Or Up to 54 inches above the floor for a parallel approach?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Change control height • •
<p>2.28 If there is a LULA elevator, are the in-car controls centered on a side wall?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure controls • •

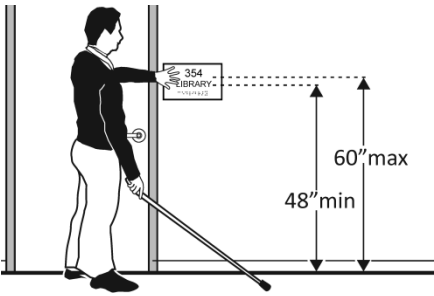
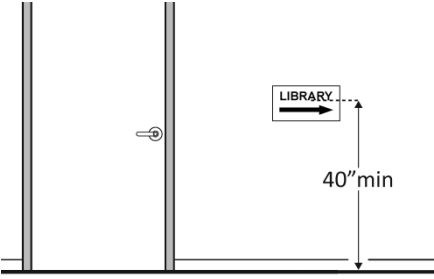
<p>2.29 If there is a full size or LULA elevator:</p> <p>Are the car control buttons designated with raised characters?</p> <p>Are the car control buttons designated with Braille?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Add raised characters • Add Braille •
<p>2.30 If there is a full size or LULA elevator, are there audible signals which sound as the car passes or is about to stop at a floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Install audible signals • •
<p>2.31 If there is a full size or LULA elevator:</p> <p>Is there a sign on both door jambs at every floor identifying the floor?</p> <p>Is there a tactile star on both jambs at the main entry level?</p> <p>Do text characters contrast with their backgrounds?</p> <p>Are text characters raised?</p> <p>Is there Braille?</p> <p>Is the sign mounted between 48 inches to the baseline of the lowest character and 60 inches to the baseline of the highest character above the floor?*</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Install signs • Change sign height • • <p>* If constructed before 3/15/2012 and mounted no higher than 60 inches to the centerline of the sign, relocation is not required</p>

Platform Lifts (2010 Standards – 410)				
<p>2.32 If a lift is provided, can it be used without assistance from others?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure so independently operable • •
<p>2.33 Is there a clear floor space at least 30 inches wide by at least 48 inches long for a person using a wheelchair to approach and reach the controls to use the lift?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		<p>Photo #:</p>	<ul style="list-style-type: none"> • Remove obstructions • •
<p>2.34 Are the lift controls no less than 15 inches and no greater than 48 inches above the floor?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		<p>Photo #:</p>	<ul style="list-style-type: none"> • Change control height • •
<p>2.35 Is there a clear floor space at least 30 inches wide by at least 48 inches long inside the lift?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		<p>Photo #:</p>	<ul style="list-style-type: none"> • Replace lift • •

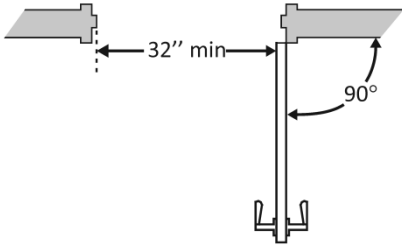
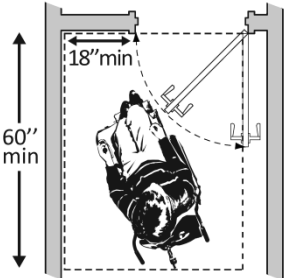
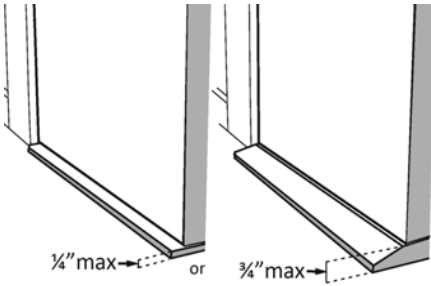
2.36 If there is an end door, is the clear opening width at least 32 inches?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Alter door width • •
2.37 If there is a side door, is the clear opening width at least 42 inches?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Alter door width • •

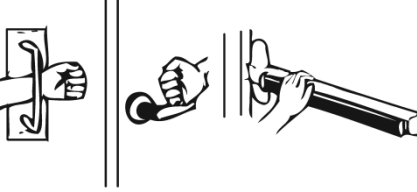
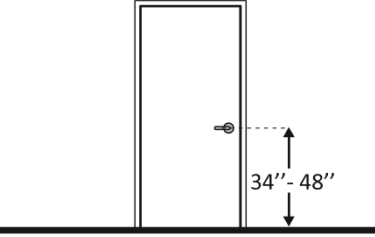

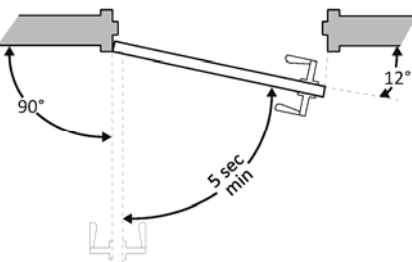
Signs (2010 Standards – 703) **Note:** “Tactile characters” are read using touch, i.e. raised characters and Braille.

2.38 If there are signs designating permanent rooms and spaces not likely to change over time, e.g. room numbers and letters, room names, and exit signs: Do text characters contrast with their backgrounds? Are text characters raised? Is there Braille? Is the sign mounted: On the wall on the latch side of the door?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Install tactile sign • Relocate sign •
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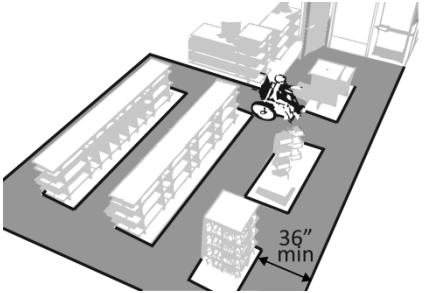

<p>Note: Signs are permitted on the push side of doors with closers and without hold-open devices.</p> <p>With clear floor space beyond the arc of the door swing between the closed position and 45-degree open position, at least 18 x 18 inches centered on the tactile characters?*</p> <p>So the baseline of the lowest character is at least 48 inches above the floor and the baseline of the highest character is no more than 60 inches above the floor? *</p> <p>Note: If the sign is at double doors with one active leaf, the sign should be on the inactive leaf; if both leaves are active, the sign should be on the wall to the right of the right leaf.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<p>*If constructed before 3/15/2010 and a person may approach within 3 inches of the sign without encountering protruding objects or standing within the door swing, relocation not required</p> <p>*If constructed before 3/15/2012 and mounted no higher than 60 inches to the centerline of the sign, relocation not required</p>
<p>2.39 If there are signs that provide direction to or information about interior spaces:</p> <p>Do text characters contrast with their backgrounds?</p> <p>Is the sign mounted so that characters are at least 40 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Install signs with contrasting characters • Change sign height • <p>Raised characters and Braille are not required</p>

Interior Doors – to classrooms, medical exam rooms, conference rooms, etc. (2010 Standards – 404)

<p>2.40 Is the door opening width at least 32 inches clear, between the face of the door and the stop, when the door is open 90 degrees?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Install offset hinges • Alter the doorway •
<p>2.41 If there is a front approach to the pull side of the door, is there at least 18 inches of maneuvering clearance beyond the latch side plus at least 60 inches clear depth?</p> <p>On both sides of the door, is the floor surface of the maneuvering clearance level (no steeper than 1:48)?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Remove obstructions • Reconfigure walls • Add automatic door opener <p>See 2010 Standards 404.2.4 for maneuvering clearance requirements on the push side of the door and side approaches to the pull side of the door</p>
<p>2.42 Is the door threshold edge no more than ¼ inch high?</p> <p>Or</p> <p>No more than ¾ inch high if slope is beveled no steeper than 1:2?</p> <p>Note: The first ¼ inch of the threshold may be vertical; the rest must be beveled.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Remove or replace threshold • •

2.43 Is the door equipped with hardware that is operable with one hand and does not require tight grasping, pinching and twisting of the wrist?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Replace inaccessible knob with lever, loop or push hardware • Add automatic door opener •
2.44 Are the operable parts of the hardware no less than 34 inches and no greater than 48 inches above the floor?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Change hardware height • •
2.45 Can the door be opened easily (5 pounds maximum force)? Note: You can use a pressure gauge or fish scale to measure force. If you do not have a pressure gauge or fish scale you will need to judge whether the door is easy to open.	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Adjust or replace closers • Install lighter doors • Install power-assisted or automatic door openers
2.46 If the door has a closer, does it take at least 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the latch?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Adjust closer • •

Rooms and Spaces – stores, supermarkets, libraries, etc. (2010 Standards – 302, 304, & 402)

2.47 Are aisles and pathways to goods and services, and to one of each type of sales and service counters, at least 36 inches wide?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Rearrange goods, equipment and furniture • •
2.48 Are floor surfaces stable, firm and slip resistant?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Change floor surface • •
2.49 If there is carpet: Is it no higher than ½ inch? Is it securely attached along the edges?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement: <input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Replace carpet • •

Controls – light switches, security and intercom systems, emergency/alarm boxes, etc. (2010 Standards – 309)

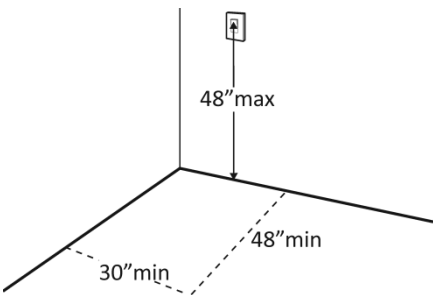
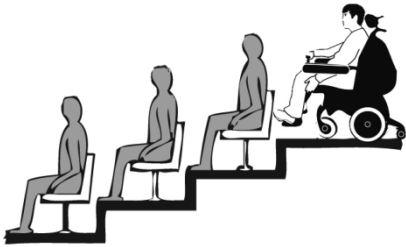
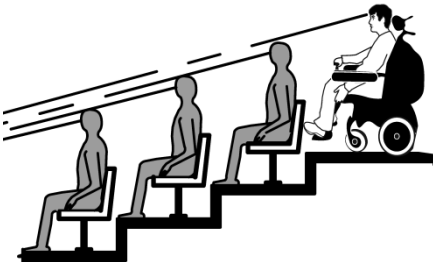
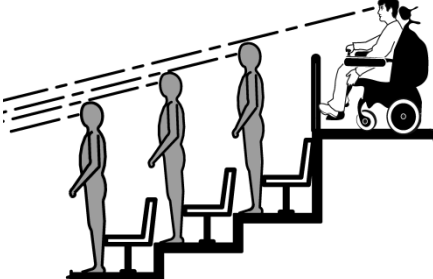

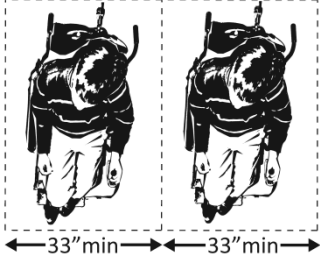
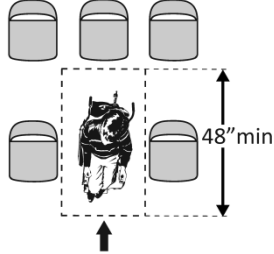
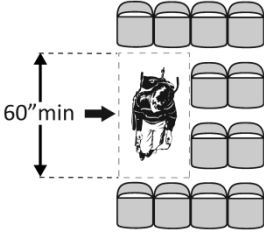
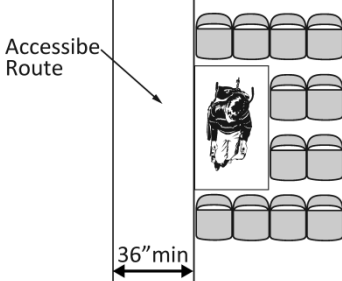
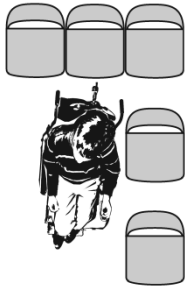

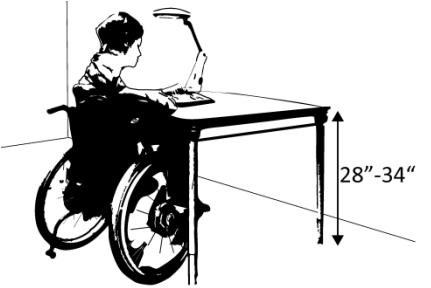
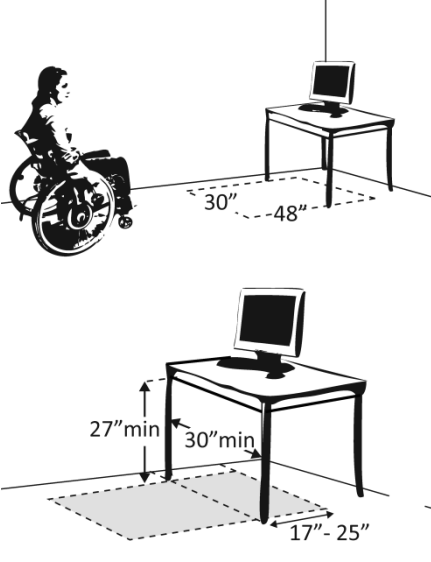
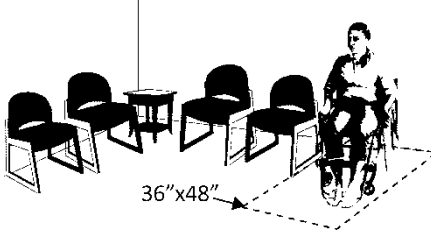
2.50 Is there a clear floor space at least 30 inches wide by at least 48 inches long for a forward or parallel approach? Are the operable parts no higher than 48 inches above the floor?*	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement: <input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:			<ul style="list-style-type: none"> • Change height of control • • <p>*If constructed before 3/15/2012 and a parallel approach is provided, controls can be 54 inches above the floor</p>
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			Photo #:													
2.51 Can the control be operated with one hand and without tight grasping, pinching, or twisting of the wrist?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Replace control • • 												
Seating: Assembly Areas – theaters, auditoriums, stadiums, theater style classrooms, etc. (2010 Standards – 221 & 802)																
2.52 Are an adequate number of wheelchair spaces provided?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<table border="1"> <thead> <tr> <th># of Seats</th> <th>Wheelchair Spaces</th> </tr> </thead> <tbody> <tr> <td>4 - 25</td> <td>1</td> </tr> <tr> <td>26 - 50</td> <td>2</td> </tr> <tr> <td>51 - 150</td> <td>4</td> </tr> <tr> <td>151 - 300</td> <td>5</td> </tr> <tr> <td colspan="2">300+ see 2010 Standards 221.2.1.</td> </tr> </tbody> </table>	# of Seats	Wheelchair Spaces	4 - 25	1	26 - 50	2	51 - 150	4	151 - 300	5	300+ see 2010 Standards 221.2.1.		Photo #:	<ul style="list-style-type: none"> • Reconfigure to add wheelchair spaces • •
# of Seats	Wheelchair Spaces															
4 - 25	1															
26 - 50	2															
51 - 150	4															
151 - 300	5															
300+ see 2010 Standards 221.2.1.																

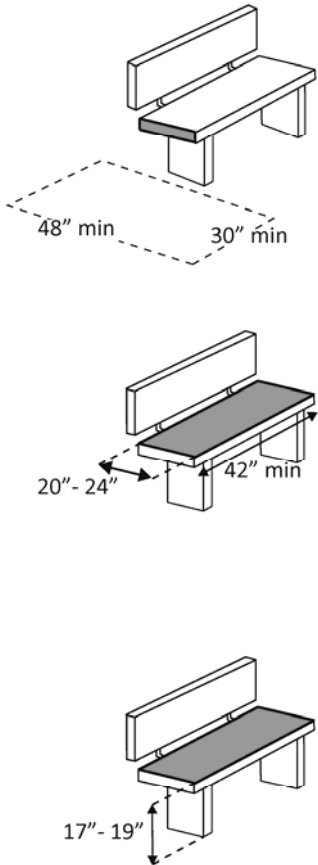
<p>2.53 Are wheelchair spaces dispersed to allow location choices and viewing angles equivalent to other seating, including specialty seating areas that provide distinct services and amenities?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure to disperse wheelchair spaces • •
<p>2.54 Where people are expected to remain seated, do people in wheelchair spaces have a clear line of sight over and between the heads of others in front of them?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter for line of sight • •
<p>2.55 Where people are expected to stand, do people in wheelchair spaces have a clear line of sight over and between the heads of others in front of them?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter for line of sight • •
<p>2.56 If there is a single wheelchair space, is it at least 36 inches wide?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter space • •

<p>2.57 If there are two adjacent wheelchair spaces, are they each at least 33 inches wide?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>	 <p>Diagram showing two adjacent wheelchair spaces, each 33 inches wide.</p>	<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter spaces • •
<p>2.58 If the wheelchair space can be entered from the front or rear, is it at least 48 inches deep?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>	 <p>Diagram showing a wheelchair space 48 inches deep, entered from the front or rear.</p>	<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter space • •
<p>2.59 If the wheelchair space can only be entered from the side, is it at least 60 inches deep?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>	 <p>Diagram showing a wheelchair space 60 inches deep, entered from the side.</p>	<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter space • •
<p>2.60 Do wheelchair spaces adjoin, but not overlap, accessible routes?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	 <p>Diagram showing wheelchair spaces adjoining an accessible route, with a 36-inch minimum clearance.</p>	<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter spaces • •

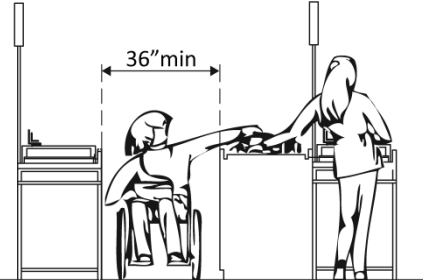
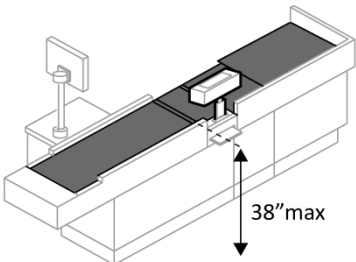
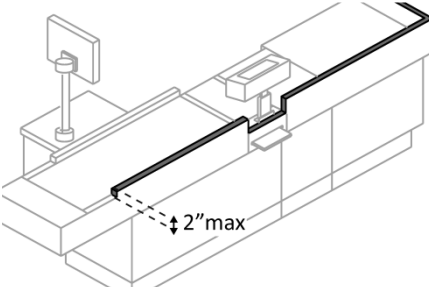
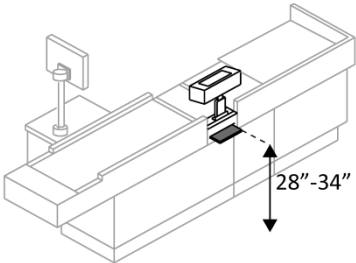
2.61 Is there at least one companion seat for each wheelchair space?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Add companion seats • •
2.62 Is the companion seat located so the companion is shoulder-to-shoulder with the person in a wheelchair?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Alter seating • •
2.63 Is the companion seat equivalent in size, quality, comfort and amenities to seating in the immediate area?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Add equivalent seating • •
Seating: At dining surfaces (restaurants, cafeterias, bars, etc.) and non-employee work surfaces (libraries, conference rooms, etc.) (2010 Standards – 226 & 902)				
2.64 Are at least 5%, but no fewer than one, of seating and standing spaces accessible for people who use wheelchairs?	<input type="checkbox"/> Yes <input type="checkbox"/> No Total #: Wheelchair #:		Photo #:	<ul style="list-style-type: none"> • Alter to provide accessible spaces • •
2.65 Is there a route at least 36 inches wide to accessible seating?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Widen route • •


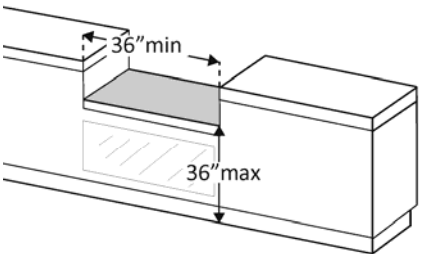
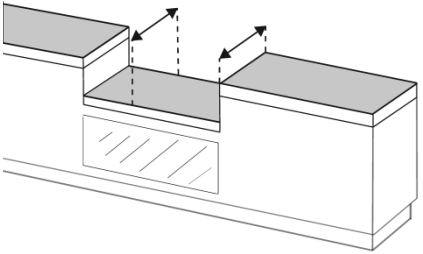
<p>2.66 At the accessible space(s), is the top of the accessible surface no less than 28 inches and no greater than 34 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter surface height • •
<p>2.67 Is there a clear floor space at least 30 inches wide by at least 48 inches long for a forward approach?</p> <p>Does it extend no less than 17 inches and no greater than 25 inches under the surface?</p> <p>Is there knee space at least 27 inches high and at least 30 inches wide?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter table or work surface • Add accessible table or work surface •
<p>Seating: General – reception areas, waiting rooms, etc. (2010 Standards – 801)</p>				
<p>2.68 Is there at least one space at least 36 inches wide by at least 48 inches long for a person in a wheelchair?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Move furniture and equipment to provide space • •

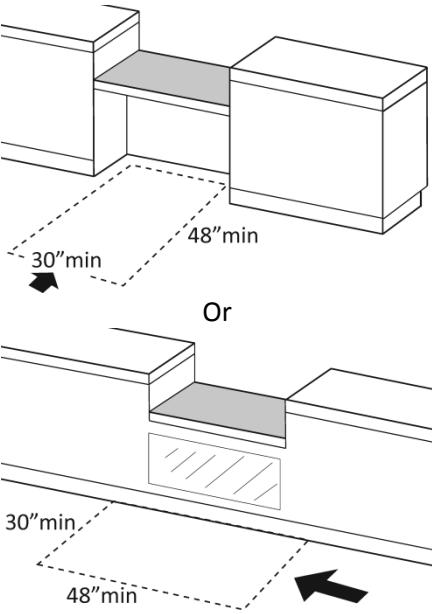
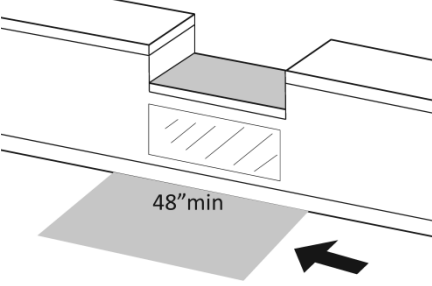
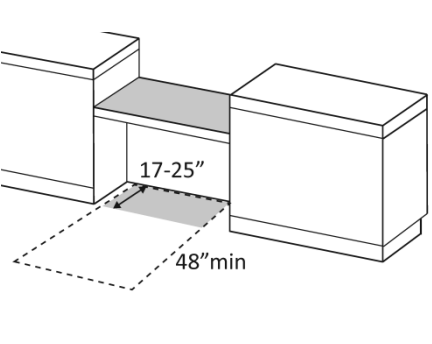
Benches – In locker rooms, dressing rooms, fitting rooms (2010 Standards – 803 & 903)

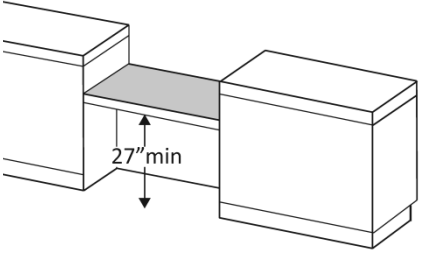
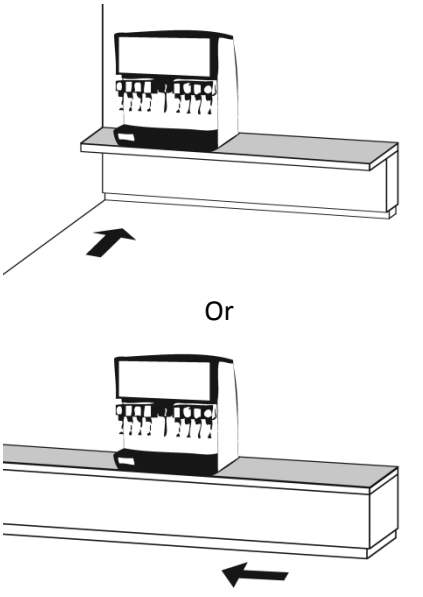
<p>2.69 In locker rooms, dressing rooms and fitting rooms, is there at least one room with a bench?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Add bench • •
<p>2.70 Is there a clear floor space at least 30 inches wide by at least 48 inches long at the end of the bench and parallel to the short axis of the bench?</p> <p>Is the bench seat at least 42 inches long and no less than 20 inches and no greater than 24 inches deep?</p> <p>Does the bench have back support or is it affixed to a wall?</p> <p>Is the top of the bench seat no less than 17 inches and no greater than 19 inches above the floor?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement: <input type="checkbox"/> Yes <input type="checkbox"/> No Measurement: <input type="checkbox"/> Yes <input type="checkbox"/> No Measurement: <input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Move bench • Replace bench • Affix bench to wall • •

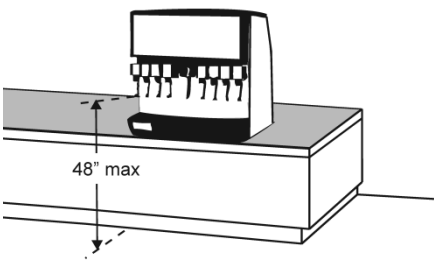
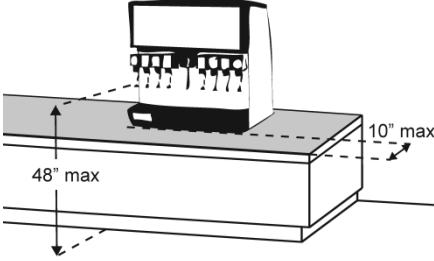
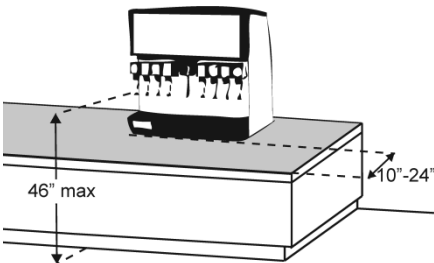
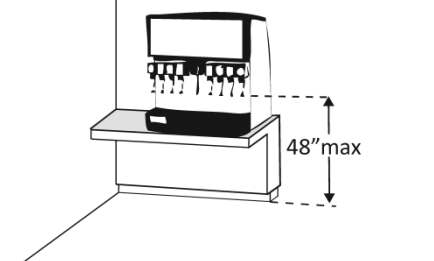
Check-Out Aisles – supermarkets, large retail stores, etc. (2010 Standards – 904)

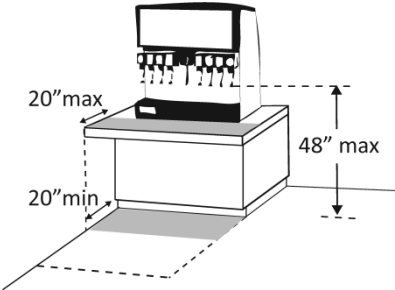
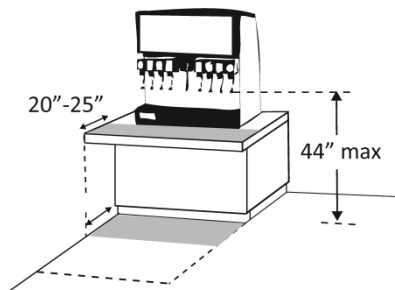
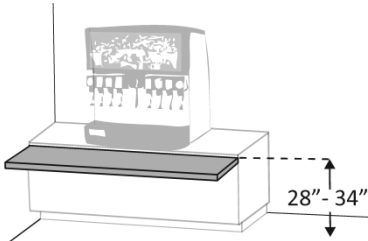
<p>2.71 Is the aisle at least 36 inches wide?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Widen aisle • •
<p>2.72 Is the counter surface of at least one aisle no higher than 38 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Lower counter • •
<p>2.73 Is the top of the counter edge protection no higher than 2 inches above the counter surface?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Lower edge protection • •
<p>2.74 If there is a check writing surface, is the top no less than 28 inches and no greater than 34 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter check writing surface • •

<p>2.75 If there is more than one check-out aisle is there a sign with the International Symbol of Accessibility at the accessible aisle?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Add sign • •
<p>Sales & Service Counters – banks, stores, dry cleaners, auto repair shops, fitness clubs, etc. (2010 Standards – 904)</p>				
<p>2.76 Is there a portion of at least one of each type of counter that is:</p> <p>No higher than 36 inches above the floor?</p> <p>At least 36 inches long?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Lower section of counter • Lengthen section of counter •
<p>2.77 Does the accessible portion of the counter extend the same depth as the counter top?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Alter accessible portion • •

<p>2.78 Is there a clear floor space at least 30 inches wide by at least 48 inches long for a forward or parallel approach?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Parallel Measurement:</p> <p><input type="checkbox"/> Forward Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure to provide a parallel or forward approach • •
<p>2.79 For a parallel approach, is the clear floor space positioned with the 48 inches adjacent to the accessible length of counter?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • If a parallel approach is not possible, a forward approach is required • •
<p>2.80 For a forward approach:</p> <p>Do no less than 17 and no greater than 25 inches of the clear floor space extend under the accessible length of the counter?</p> <p>Is there at least 27 inches clearance from the floor to the</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure to provide knee clearance • •

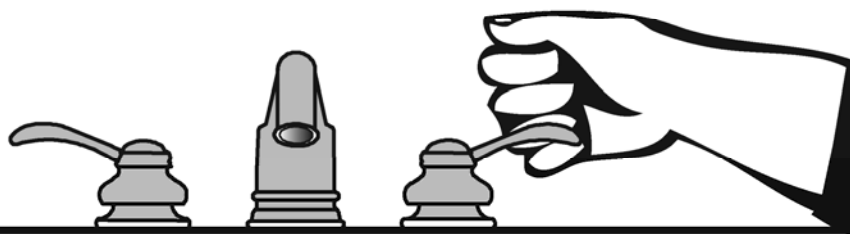
bottom of the counter?	Measurement:		Photo #:	
Food Service Lines – in cafeterias, salad bars, eat-in fast food establishments, etc. (2010 Standards – 904)				
2.81 Does at least one of each type of self-service shelf or dispensing device for tableware, dishware, condiments, food and beverages have a forward or parallel approach?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Forward <input type="checkbox"/> Parallel		Photo #:	<ul style="list-style-type: none"> • Reconfigure to provide approach • •

2.82 If there is an unobstructed parallel approach, is the shelf or dispensing device no higher than 48 inches above the floor?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Lower shelf and/or dispensing device • •
2.83 If there is a shallow obstruction no deeper than 10 inches with a parallel approach, is the shelf or dispensing device no higher than 48 inches above the floor?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Lower shelf and/or dispensing device • •
2.84 If there is an obstruction no less than 10 inches and no greater than 24 inches deep with a parallel approach, is the shelf or dispensing device no higher than 46 inches above the floor?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Lower shelf and/or dispensing device • •
2.85 If there is an unobstructed forward approach, is the shelf or dispensing device no higher than 48 inches above the floor?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Lower shelf and/or dispensing device • •

<p>2.86 If there is an obstruction no deeper than 20 inches with a forward approach:</p> <p>Does clear floor space extend under the obstruction that is at least the same depth as the obstruction?</p> <p>Is the shelf or dispensing device no higher than 48 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure to provide knee space • Lower shelf and/or dispensing device •
<p>2.87 If the obstruction is no less than 20 inches and no greater than 25 inches deep with a forward approach:</p> <p>Does clear floor space extend under the obstruction that is at least the same depth as the obstruction?</p> <p>Is the shelf or dispensing device no higher than 44 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure to provide knee space • Lower shelf and/or dispensing device •
<p>2.88 If there is a tray slide, is the top no less than 28 inches and no greater than 34 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure • •

The ADA Checklist for Readily Achievable Barrier Removal

Priority 3 - Toilet Rooms



Project

Building

Location

Date

Surveyors

Contact Information

When toilet rooms are open to the public they should be accessible to people with disabilities.



Institute for Human Centered Design
www.HumanCenteredDesign.org
November 2011





ADA National Network
Questions on the ADA 800-949-4232 voice/tty
www.ADAchecklist.org

This checklist was produced by the New England ADA Center, a project of the Institute for Human Centered Design and a member of the ADA National Network. This checklist was developed under a grant from the Department of Education, NIDRR grant number H133A060092-09A. However the contents do not necessarily represent the policy of the Department of Education, and you should not assume endorsement by the Federal Government.

Questions or comments on the checklist contact the New England ADA Center at 617-695-0085 voice/tty or ADAinfo@NewEnglandADA.org

For the full set of checklists, including the checklists for recreation facilities visit www.ADAchecklist.org.

Priority 3 – Toilet Rooms		Comments	Possible Solutions
3.1 If toilet rooms are available to the public, is at least one toilet room accessible? (Either one for each sex, or one unisex.)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Photo #:	<ul style="list-style-type: none"> • Reconfigure toilet rooms • Combine toilet rooms to create one unisex accessible toilet room •
3.2 Are there signs at inaccessible toilet rooms that give directions to accessible toilet rooms?	<input type="checkbox"/> Yes <input type="checkbox"/> No	 Photo #:	<ul style="list-style-type: none"> • Install signs • •
3.3 If not all toilet rooms are accessible, is there a sign at the accessible toilet room with the International Symbol of Accessibility?	<input type="checkbox"/> Yes <input type="checkbox"/> No	 Photo #:	<ul style="list-style-type: none"> • Install sign • •
Accessible Route (2010 Standards – Chapter 4)			
3.4 Is there a route to the accessible toilet room(s) that does not include the use of stairs?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Photo #:	<ul style="list-style-type: none"> • Alter route • •
Is the route accessible? (See Priority 2 Interior Accessible Route for specifics.)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Photo #:	

Signs at Toilet Rooms (2010 Standards – 703)

3.5 Do text characters contrast with their backgrounds?

☐ Yes ☐ No

Are text characters raised?

☐ Yes ☐ No

Is there Braille?

☐ Yes ☐ No

Is the sign mounted:
On the wall on the latch side of
the door?

☐ Yes ☐ No

Note:

Signs are permitted on the push
side of doors with closers and
without hold-open devices.

With clear floor space beyond
the arc of the door swing
between the closed position
and 45-degree open position,
at least 18 x 18 inches centered on
the tactile characters? *

☐ Yes ☐ No

Measurement:

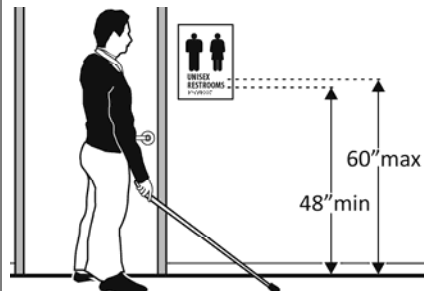
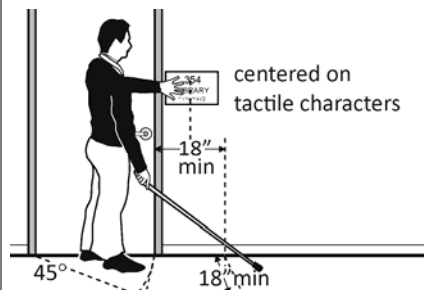
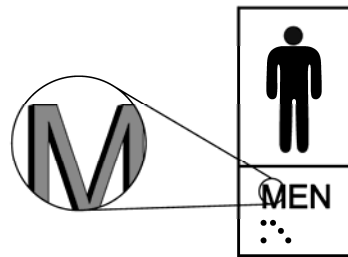
So the baseline of the lowest
character is at least 48 inches
above the floor and the
baseline of the highest
character is no more than 60
inches above the floor? *

☐ Yes ☐ No

Measurement:

Note:

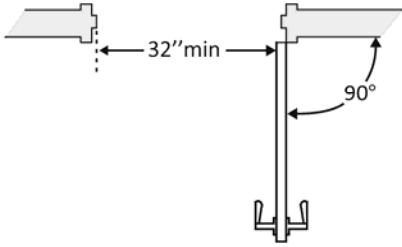
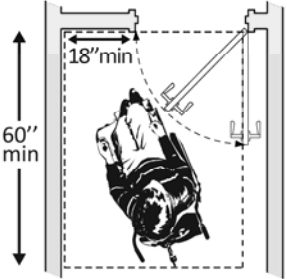
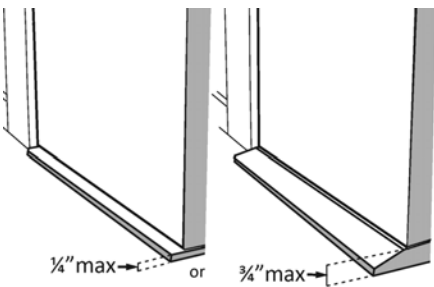
If the sign is at double doors
with one active leaf, the sign
should be on the inactive leaf; if
both leaves are active, the sign

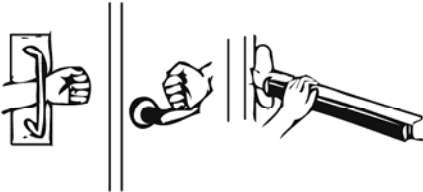
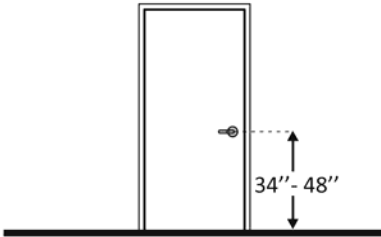

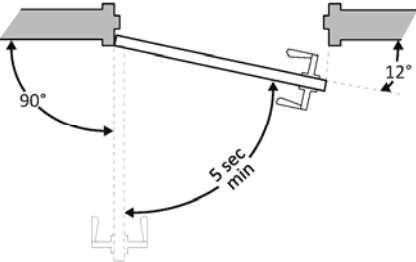


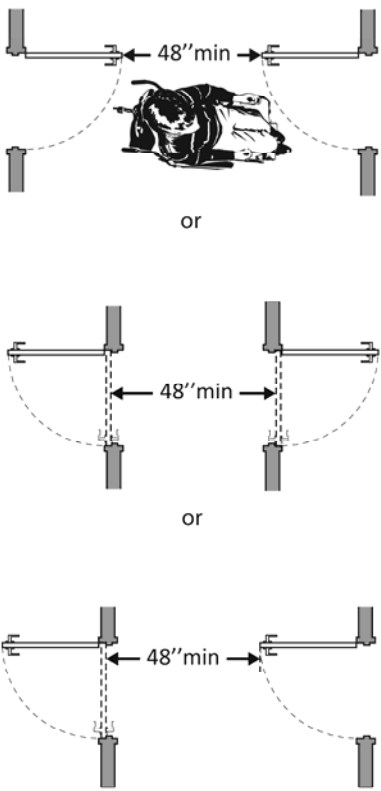
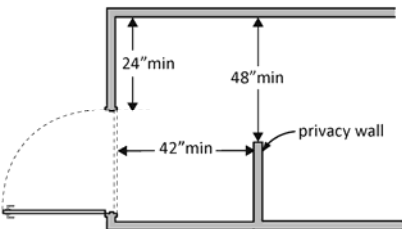
- Install tactile sign
- Relocate sign
-

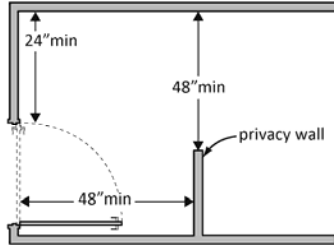

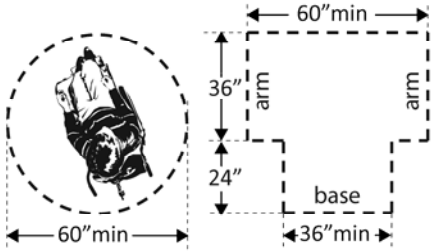
*If constructed before
3/15/2010 and a person
may approach within 3
inches of the sign without
encountering protruding
objects or standing within
the door swing, relocation
not required

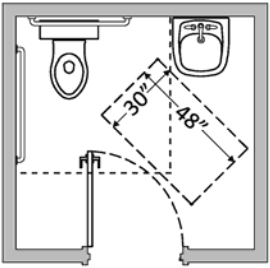
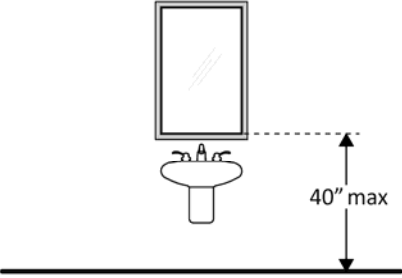
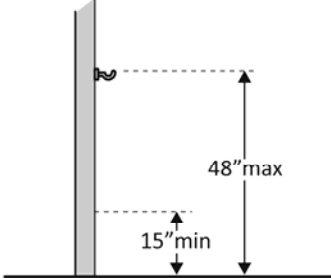
*If constructed before
3/15/2012 and mounted
no higher than 60 inches
to the centerline of the
sign, relocation is not
required

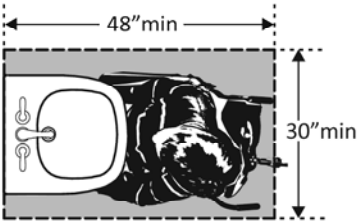
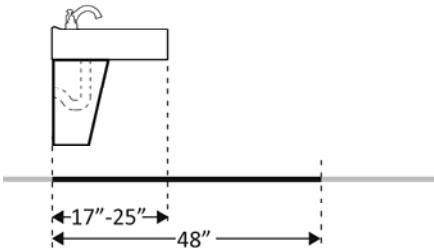
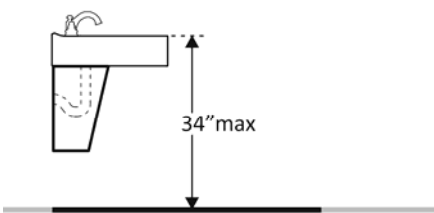
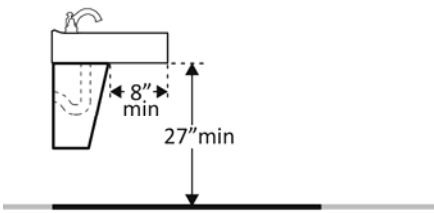
<p>should be on the wall to the right of the right leaf.</p>			<p>Photo #:</p>	
<p>Entrance (2010 Standards – 404)</p>				
<p>3.6 Is the door opening width at least 32 inches clear, between the face of the door and the stop, when the door is open 90 degrees?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Install offset hinges • Alter the doorway •
<p>3.7 If there is a front approach to the pull side of the door is there at least 18 inches of maneuvering clearance beyond the latch side plus 60 inches clear depth?</p> <p>On both sides of the door, is the floor surface of the maneuvering clearance level (no steeper than 1:48)?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Remove obstructions • Reconfigure walls • Add automatic door opener <p>See 2010 Standards 404.2.4 for maneuvering clearance requirements on the push side of the door and side approaches to the pull side of the door</p>
<p>3.8 Is the door threshold edge no more than ¼ inch high?</p> <p>Or</p> <p>No more than ¾ inch high if slope is beveled no steeper than 1:2?</p> <p>Note: The first ¼ inch of the threshold may be vertical; the rest must be beveled.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Remove or replace threshold • •

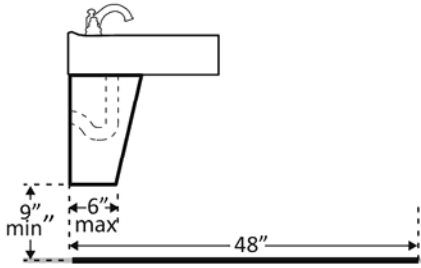
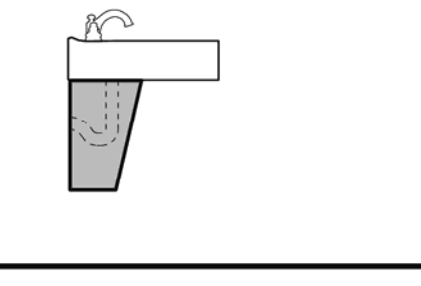
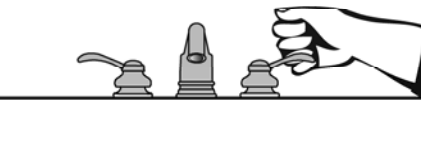
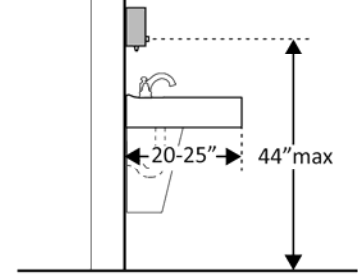
<p>3.9 Is the door equipped with hardware that is operable with one hand and does not require tight grasping, pinching, or twisting of the wrist? Check door handle and lock (if provided).</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Replace knobs or latches with lever or loop handles • Install power-assisted or automatic door openers •
<p>3.10 Are the operable parts of the door hardware mounted no less than 34 inches and no greater than 48 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Change hardware height • •
<p>3.11 Can the door be opened easily (5 pounds maximum force)?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Adjust or replace closers • Install lighter doors • Install power-assisted or automatic door openers
<p>3.12 If the door has a closer, does it take at least 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the latch?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Adjust closer • •

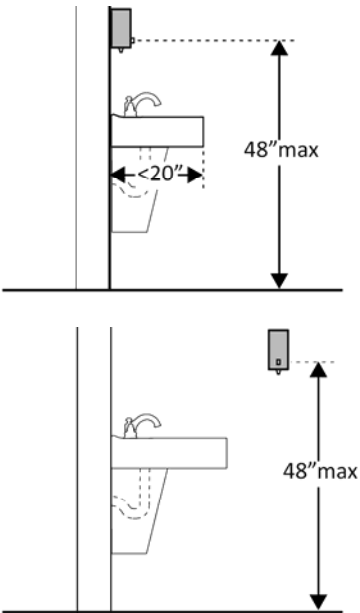
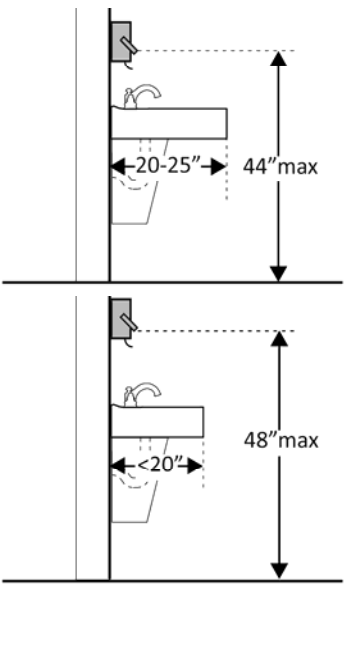
<p>3.13 If there are two doors in a series, e.g. vestibule, is the distance between the doors at least 48 inches plus the width of the doors when swinging into the space?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Remove inner door • Change door swing •
<p>3.14 If there is a privacy wall and the door swings out, is there at least 24 inches of maneuvering clearance beyond the door latch side and 42 inches to the privacy wall?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure space • •

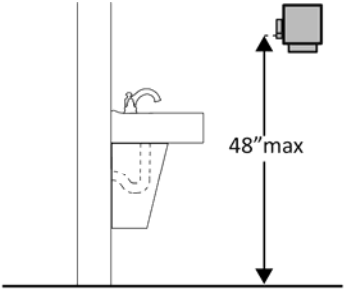
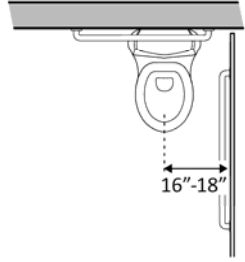
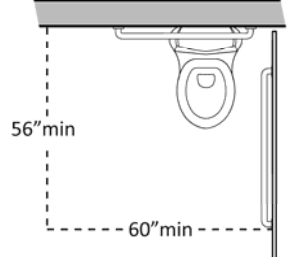
<p>3.15 If there is a privacy wall and the door swings in, is there at least 24 inches of maneuvering clearance beyond the door latch side and at least 48 inches to the privacy wall if there is no door closer or at least 54 inches if there is a door closer?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reconfigure space • •
<p>In the Toilet Room</p>				
<p>3.16 Is there a clear path to at least one of each type of fixture, e.g. lavatory, hand dryer, etc., that is at least 36 inches wide?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Remove obstructions • •
<p>3.17 Is there clear floor space available for a person in a wheelchair to turn around, i.e. a circle at least 60 inches in diameter or a T-shaped space within a 60-inch square?*</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<p>*The door to the toilet room may swing into the required turning space</p> <ul style="list-style-type: none"> • Move or remove partitions, fixtures or objects such as trash cans • •

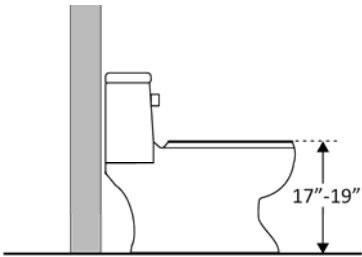
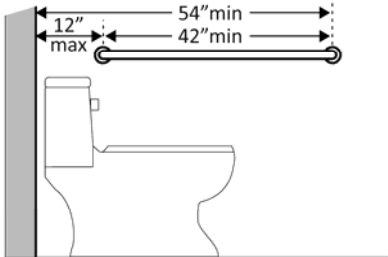
<p>3.18 In a single user toilet room if the door swings in and over a clear floor space at an accessible fixture, is there a clear floor space at least 30 x 48 inches beyond the swing of the door?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Reverse door swing • Alter toilet room •
<p>3.19 If the mirror is over a lavatory or countertop, is the bottom edge of the reflecting surface no higher than 40 inches above the floor? Or If the mirror is not over the lavatory or countertop, is the bottom edge of the reflecting surface no higher than 35 inches above the floor?*</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<p>* If installed before 3/15/2012 and the bottom edge of the reflecting surface is no higher than 40 inches above the floor, lowering the mirror to 35 inches is not required</p> <ul style="list-style-type: none"> • Lower the mirror • Add another mirror •
<p>3.20 If there is a coat hook, is it no less than 15 inches and no greater than 48 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Adjust hook • Replace with or provide additional accessible hook •

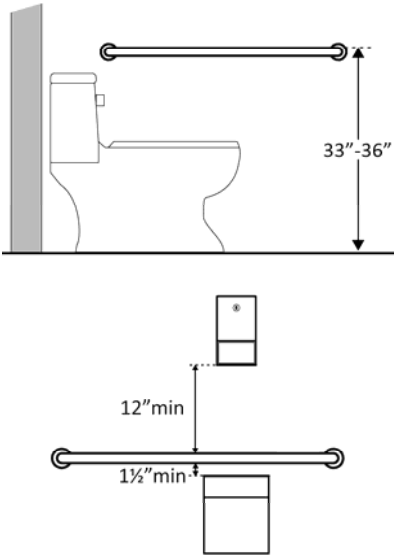
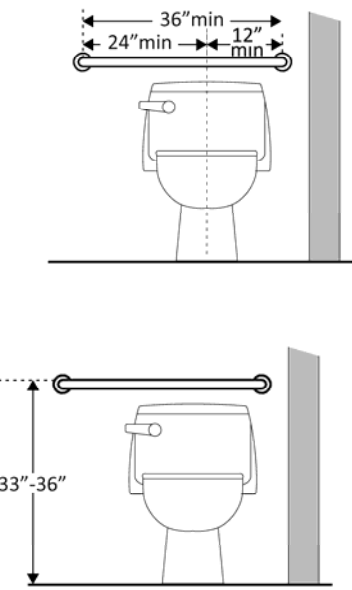
Lavatories (2010 Standards – 606) Note: 2010 Standards refer to sinks in toilet rooms as lavatories.				
3.21 Does at least one lavatory have a clear floor space for a forward approach at least 30 inches wide and 48 inches long?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Alter lavatory • Replace lavatory •
3.22 Do no less than 17 inches and no greater than 25 inches of the clear floor space extend under the lavatory so that a person using a wheelchair can get close enough to reach the faucet?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Alter lavatory • Replace lavatory •
3.23 Is the front of the lavatory or counter surface, whichever is higher, no more than 34 inches above the floor?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Alter lavatory • Replace lavatory •
3.24 Is there at least 27 inches clearance from the floor to the bottom of the lavatory that extends at least 8 inches under the lav for knee clearance?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Alter lavatory • Replace lavatory •

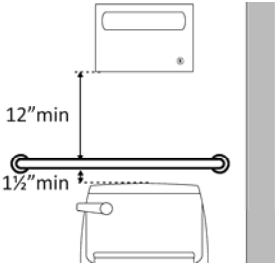
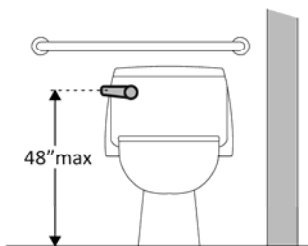
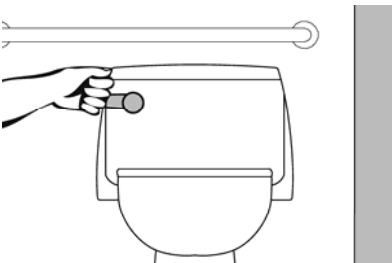
<p>3.25 Is there toe clearance at least 9 inches high?</p> <p>(Space extending greater than 6 inches beyond the available toe clearance at 9 inches above the floor is not considered toe clearance.)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Alter lavatory • Replace lavatory •
<p>3.26 Are pipes below the lavatory insulated or otherwise configured to protect against contact?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Install insulation • Install cover panel •
<p>3.27 Can the faucet be operated without tight grasping, pinching, or twisting of the wrist?</p> <p>Is the force required to activate the faucet no greater than 5 pounds?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Adjust faucet • Replace faucet •
Soap Dispensers and Hand Dryers (2010 Standards – 603)				
<p>3.28 Are the operable parts of the soap dispenser within one of the following reach ranges:</p> <p>Above lavatories or counters no less than 20 inches and no greater than 25 inches deep: no higher than 44 inches above the floor?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:			<ul style="list-style-type: none"> • Adjust dispensers • Replace with or provide additional accessible dispensers •

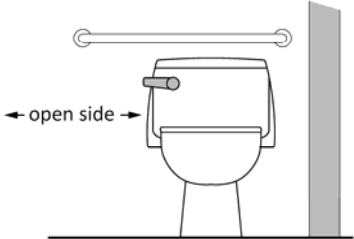
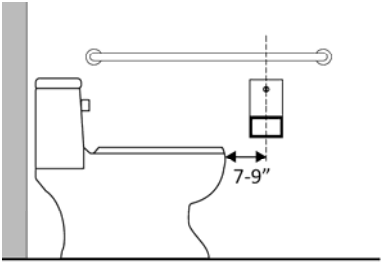
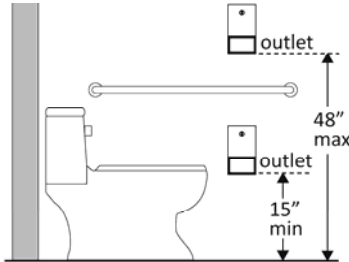
<p>Above lavatories less than 20 inches deep: no higher than 48 inches above the floor?</p> <p>Not over an obstruction: no higher than 48 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:</p>		<p>Photo #:</p>	
<p>3.29 Are the operable parts of the hand dryer or towel dispenser within one of the following reach ranges:</p> <p>Above lavatories or counters no less than 20 inches and no greater than 25 inches deep: no higher than 44 inches above the floor?</p> <p>Above lavatories less than 20 inches deep: no higher than 48 inches above the floor?</p> <p>Not over an obstruction: no higher than 48 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:</p>			<ul style="list-style-type: none"> • Adjust dispensers • Replace with or provide additional accessible dispensers •

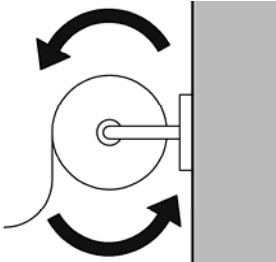
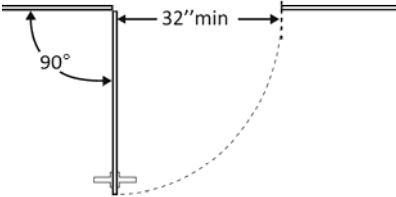
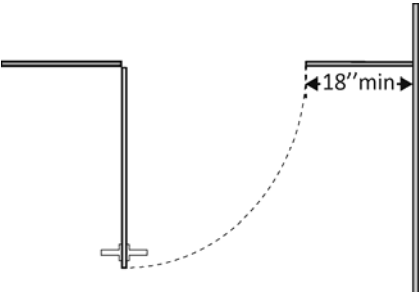
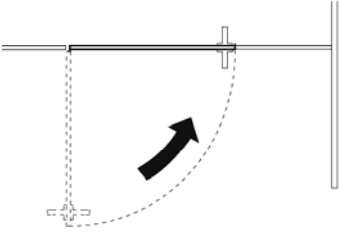
<p>Can the operable parts of the hand dryer or towel dispenser be operated without tight grasping, pinching or twisting of the wrist?</p> <p>Is the force required to activate the hand dryer or towel dispenser no greater than 5 pounds?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	
<p>Water Closets in Single-User Toilet Rooms and Compartments (Stalls) (2010 Standards – 603 & 609) Note: 2010 Standards refer to toilets as water closets.</p>				
<p>3.30 Is the centerline of the water closet no less than 16 inches and no greater than 18 inches from the side wall or partition?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Move toilet • Replace toilet • Move partition •
<p>3.31 Is clearance provided around the water closet measuring at least 60 inches from the side wall and at least 56 inches from the rear wall?*</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>			<p>* If constructed before 3/15/12, clearances around water closets in single user toilet rooms can be 48 inches wide by 66 inches long or 48 inches wide by 56 inches long (depending on the approach to the water closet, see 1991 Standards Figure 28) and the lavatory may overlap that clearance if the door to the room does not swing into the</p>

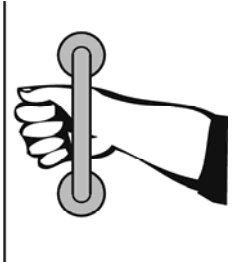
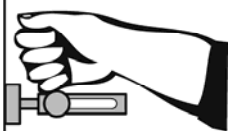
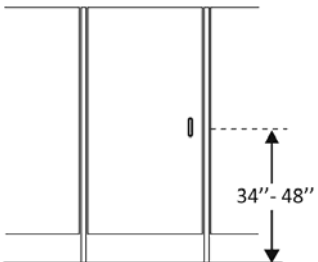
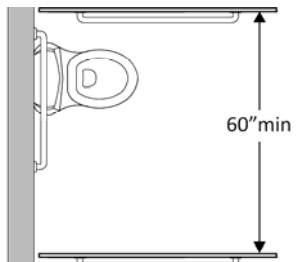
				<p>required clearances at fixtures (such as lavatories, water closet and urinals) and the edge of the lavatory is at least 18 inches from the centerline of the water closet</p> <ul style="list-style-type: none"> • Alter room/compartment for clearance • •
			Photo #:	
<p>3.32 Is the height of the water closet no less than 17 inches and no greater than 19 inches above the floor measured to the top of the seat?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		Photo #:	<ul style="list-style-type: none"> • Adjust toilet height • Replace toilet •
<p>3.33 Is there a grab bar at least 42 inches long on the side wall?</p> <p>Is it located no more than 12 inches from the rear wall?</p> <p>Does it extend at least 54 inches from the rear wall?</p> <p>Is it mounted no less than 33</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>			<ul style="list-style-type: none"> • Install grab bar • Relocate grab bar • Relocate objects •

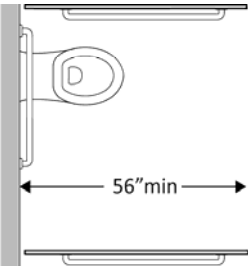
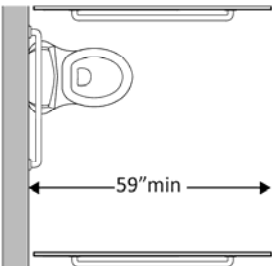
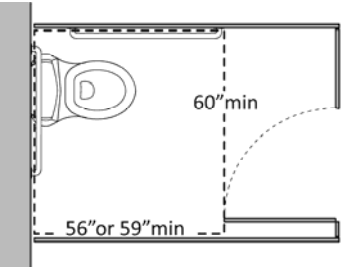
<p>inches and no greater than 36 inches above the floor to the top of the gripping surface?</p> <p>Is there at least 12 inches clearance between the grab bar and protruding objects above?*</p> <p>Is there at least 1½ inches clearance between the grab bar and projecting objects below?*</p> <p>Is the space between the wall and the grab bar 1 ½ inches?</p>	<p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<p>* If constructed before 3/15/2012 grab bars do not need to be relocated; there are no space requirements above and below grab bars in the 1991 Standards</p>
<p>3.34 Is there a grab bar at least 36 inches long on the rear wall?</p> <p>Does it extend at least 12 inches from the centerline of the water closet on one side (side wall)?</p> <p>Does it extend at least 24 inches on the other (open) side?</p> <p>Is it mounted no less than 33 inches and no greater than 36 inches above the floor to the top of the gripping surface?</p> <p>Are there at least 12 inches</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>			<ul style="list-style-type: none"> • Install grab bar • Relocate grab bar • Relocate objects •

<p>clearance between the grab bar and protruding objects above?*</p> <p>Are there at least 1½ inches clearance between the grab bar and projecting objects below?*</p> <p>Is the space between the wall and the grab bar 1 ½ inches?</p>	<p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<p>* If constructed before 3/15/2012 grab bars do not need to be relocated; there are no space requirements above and below grab bars in the 1991 Standards</p>
<p>3.35 If the flush control is hand operated, is the operable part located no higher than 48 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Move control • Install sensor with override button no higher than 48 inches •
<p>3.36 If the flush control is hand operated, can it be operated with one hand and without tight grasping, pinching, or twisting of the wrist?</p> <p>Is the force required to activate the flush control no greater than 5 pounds?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Change control • Adjust control •

<p>3.37 Is the flush control on the open side of the water closet?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Move control • •
<p>3.38 Is the toilet paper dispenser located no less than 7 inches and no greater than 9 inches from the front of the water closet to the centerline of the dispenser?*</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<p>* If constructed before 3/15/2012 dispenser does not need to be relocated if it is within reach from the water closet seat; the 1991 Standards do not specify distance from the front of the water closet</p> <ul style="list-style-type: none"> • Relocate dispenser • •
<p>3.39 Is the outlet of the dispenser:</p> <p>Located no less than 15 inches and no greater than 48 inches above the floor?</p> <p>Not located behind grab bars?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Relocate dispenser • •

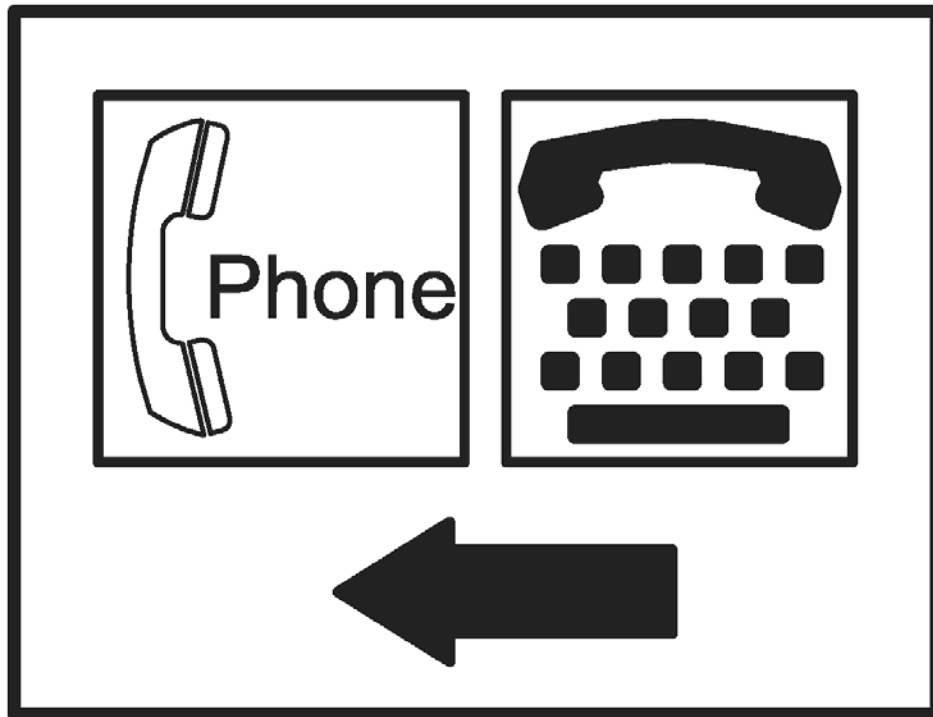
3.40 Does the dispenser allow continuous paper flow?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Adjust dispenser • Replace dispenser •
Toilet Compartments (Stalls) (2010 Standards – 604)				
3.41 Is the door opening width at least 32 inches clear, between the face of the door and the stop, when the door is open 90 degrees?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Widen door width • •
3.42 If there is a front approach to the pull side of the door, is there at least 18 inches of maneuvering clearance beyond the latch side plus 60 inches clear depth?*	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<p>*See 2010 Standards 604.8.1.2 Doors for maneuvering clearance requirements on the push side of the door and side approaches to the pull side of the door</p> <ul style="list-style-type: none"> • Remove obstructions •
3.43 Is the door self-closing?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Add closer • Replace door •

<p>3.44 Are there door pulls on both sides of the door that are operable with one hand and do not require tight grasping pinching or twisting of the wrist?*</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<p>* If constructed before 3/15/2012 door pulls do not need to be added; door pulls are not required in the 1991 Standards</p> <ul style="list-style-type: none"> • Replace hardware • •
<p>3.45 Is the lock operable with one hand and without tight grasping, pinching or twisting of the wrist?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • Replace lock • •
<p>3.46 Are the operable parts of the door hardware mounted no less than 34 inches and no greater than 48 inches above the floor?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		<p>Photo #:</p>	<ul style="list-style-type: none"> • Relocate hardware • •
<p>3.47 Is the compartment at least 60 inches wide?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		<p>Photo #:</p>	<ul style="list-style-type: none"> • Widen compartment • •

3.48 If the water closet is wall hung, is the compartment at least 56 inches deep?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Widen compartment • •
3.49 If the water closet is floor mounted, is the compartment at least 59 inches deep?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Alter compartment • •
3.50 If the door swings in, is the minimum required compartment area provided beyond the swing of the door (60 inches x 56 inches if water closet is wall hung or 59 inches if water closet is floor mounted)?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Reverse door swing • Alter compartment •
	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • • •
	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • • •

ADA Checklist for Readily Achievable Barrier Removal

Priority 4 – Additional Access



Project

Building

Location

Date

Surveyors

Contact Information

Amenities such as drinking fountains and public telephones should be accessible to people with disabilities.



Institute for Human Centered Design
www.HumanCenteredDesign.org
November 2011

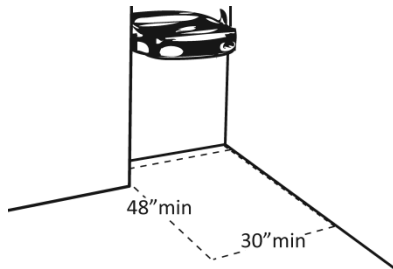


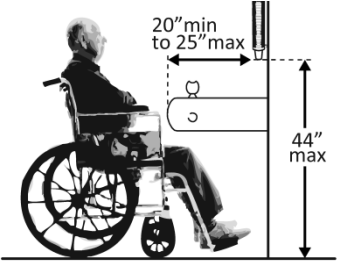

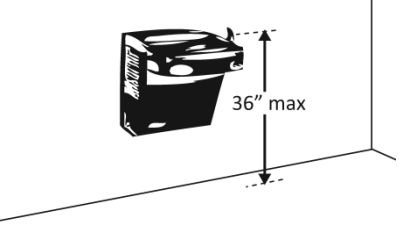
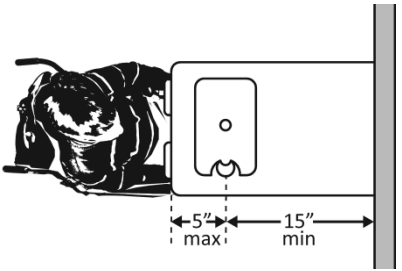
ADA National Network
Questions on the ADA 800-949-4232 voice/tty
www.ADAchecklist.org

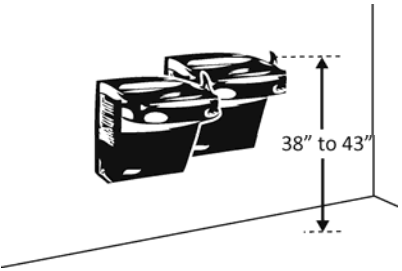
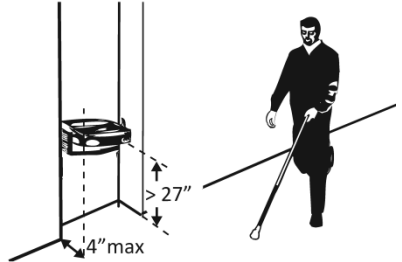
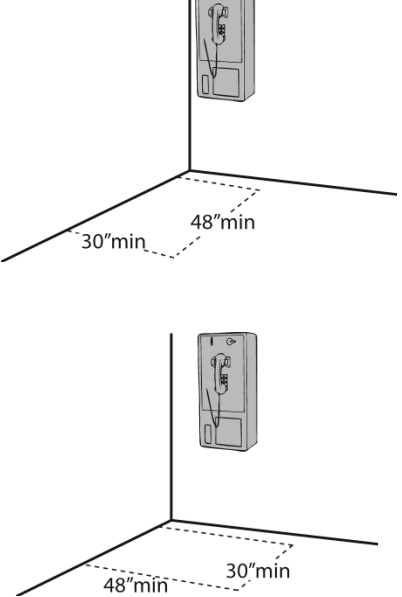
This checklist was produced by the New England ADA Center, a project of the Institute for Human Centered Design and a member of the ADA National Network. This checklist was developed under a grant from the Department of Education, NIDRR grant number H133A060092-09A. However the contents do not necessarily represent the policy of the Department of Education, and you should not assume endorsement by the Federal Government.

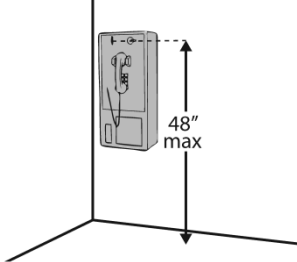
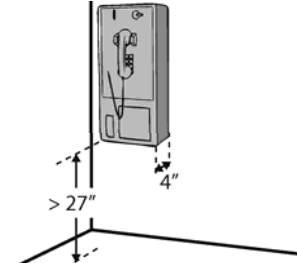


Questions or comments on the checklist contact the New England ADA Center at 617-695-0085 voice/tty or ADAinfo@NewEnglandADA.org




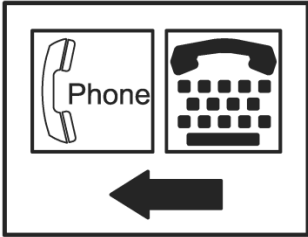
For the full set of checklists, including the checklists for recreation facilities visit www.ADAchecklist.org.

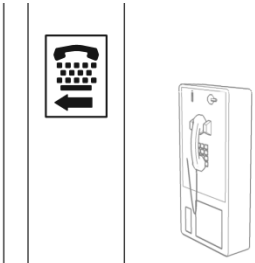

Priority 4 – Additional Access		Comments	Possible Solutions
Drinking Fountains (2010 Standards – 602)			
4.1 Does at least one drinking fountain have a clear floor space at least 30 inches wide x at least 48 inches long centered in front of it for a forward approach?*	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #: <

<p>4.4 If the drinking fountain is no less than 20 inches and no greater than 25 inches deep, are the operable parts no higher than 44 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Adjust drinking fountain • Replace drinking fountain •
<p>4.5 Can the control be operated with one hand and without tight grasping, pinching or twisting of the wrist?</p> <p>Is the force required to activate the control no more than 5 pounds?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Change control • Adjust control •
<p>4.6 Is the spout outlet no higher than 36 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Adjust drinking fountain • Replace drinking fountain •
<p>4.7 Is the spout:</p> <p>At least 15 inches from the rear of the drinking fountain?</p> <p>No more than 5 inches from the front of the drinking fountain?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Adjust spout • Replace drinking fountain •

<p>4.8 If there is more than one drinking fountain, is there at least one for standing persons?</p> <p>Is the spout outlet no lower than 38 inches and no higher than 43 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Adjust drinking fountain • Install new drinking fountain for standing height •
<p>4.9 If the leading (bottom) edge of the fountain is higher than 27 inches above the floor, does the front of the fountain protrude no more than 4 inches into the circulation path?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Adjust drinking fountain • Replace drinking fountain • Add tactile warning such as permanent planter or partial walls
<p>Public Telephones (2010 Standards – 704) TTY's are devices that employ interactive text-based communication through the transmission of coded signals across the telephone network. They are mainly used by people who are deaf and/or cannot speak.</p>				
<p>4.10 Does at least one telephone have a clear floor space at least 30 inches wide x at least 48 inches long for a parallel or forward approach?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Move telephone • Install new telephone for clear floor space •

4.11 Is the highest operable part of the telephone no higher than 48 inches above the floor?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Adjust telephone • •
4.12 If the leading (bottom) edge of the telephone is higher than 27 inches above the floor, does the front of the telephone protrude no more than 4 inches into the circulation path?	<input type="checkbox"/> Yes <input type="checkbox"/> No Measurement:		Photo #:	<ul style="list-style-type: none"> • Adjust telephone • •
4.13 Does at least one telephone have a volume control?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Install volume control • Replace telephone with one that has volume control •
4.14 Is the volume control identified by a pictogram of a telephone handset with radiating sound waves?	<input type="checkbox"/> Yes <input type="checkbox"/> No		Photo #:	<ul style="list-style-type: none"> • Add pictogram • •

<p>4.15 Does at least one telephone have a TTY?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Install TTY • •
<p>4.16 Is the touch surface of the TTY keypad at least 34 inches above the floor?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Measurement:</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • If a seat is provided, TTY is not required to be 34 inches minimum above the floor • Adjust height of TTY •
<p>4.17 Is the TTY identified by the International Symbol of TTY?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Add symbol • •
<p>4.18 Do signs that provide direction to public telephones also provide direction to the TTY?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>Photo #:</p>	<ul style="list-style-type: none"> • Add signs • •

<p>4.19 Do telephones that do not have a TTY provide direction to the TTY?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • Add signs • •
<p>Fire Alarm Systems (2010 Standards – 702)</p>				
<p>4.20 If there are fire alarm systems, do they have both flashing lights and audible signals?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • Install audible and visual alarms • •
	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • • •
	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • • •
	<input type="checkbox"/> Yes <input type="checkbox"/> No		<p>Photo #:</p>	<ul style="list-style-type: none"> • • •



Americans with Disabilities Act

ADA Update:

A Primer for State and Local Governments



Figure 703.7.2.2
International Symbol of TTY

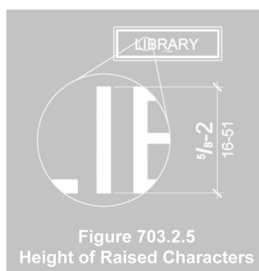
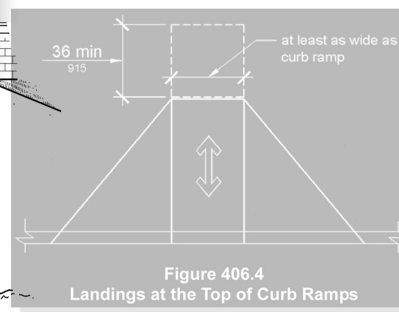
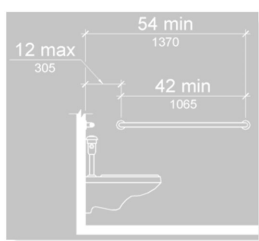
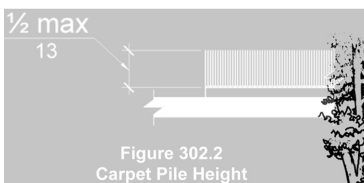
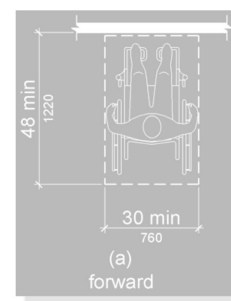


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Introduction

More than 55 million Americans—18% of our population—have disabilities, and they, like all Americans, participate in a variety of programs, services, and activities provided by their State and local governments. This includes many people who became disabled while serving in the military. And, by the year 2030, approximately 71.5 million baby boomers will be over age 65 and will need services and surroundings that meet their age-related physical needs.

People with disabilities have too often been excluded from participating in basic civic activities like using the public transportation system, serving on a jury, voting, seeking refuge at an emergency shelter, or simply attending a high school sports event with family and friends. The Americans with Disabilities Act (ADA) is a Federal civil rights law that prohibits discrimination against people with disabilities. Under this law, people with disabilities are entitled to all of the rights, privileges, advantages, and opportunities that others have when participating in civic activities.

The Department of Justice revised its regulations implementing the ADA in September 2010. The new rules clarify issues that arose over the previous 20 years and contain new requirements, including the 2010 ADA Standards for Accessible Design (2010 Standards). This document provides general guidance to assist State and local governments in understanding and complying with the ADA's requirements. For more comprehensive information about specific requirements, government officials can consult the regulation (www.ada.gov/regs2010/ADAREgs2010.htm), the 2010 Standards (www.ada.gov/2010ADASTandards_index.htm), and the Department's technical assistance publications (www.ada.gov/ta-pubs-pg2.htm).

Who Is Protected under the ADA?

The ADA protects the rights of people who have a physical or mental impairment that substantially limits their ability to perform one or more major life activities, such as breathing, walking, reading, thinking, seeing, hearing, or working. It does not apply to people whose impairment is unsubstantial, such as someone who is slightly nearsighted or someone who is mildly allergic to pollen. However, it does apply to people whose disability is substantial but can be moderated or mitigated, such as someone with diabetes that can normally be controlled with medication or someone who uses leg braces to walk, as well as to people who are temporarily substantially limited in their ability to perform a major life activity. The ADA also applies to people who have a record of having a substantial impairment (e.g., a person with cancer that is in remission) or are regarded as having such an impairment (e.g., a person who has scars from a severe burn).

Who Has Responsibilities under the ADA?

Title II of the ADA applies to all State and local governments and all departments, agencies, special purpose districts, and other instrumentalities of State or local government ("public entities"). It applies to all programs, services, or activities of public entities, from adoption services to zoning regulation. Title II entities that contract with other entities to provide public services (such as non-profit organizations that operate drug treatment programs or convenience stores that sell state lottery tickets) also have an obligation to ensure that their contractors do not discriminate against people with disabilities.

GENERAL NONDISCRIMINATION REQUIREMENTS

Basic Principles

Equal treatment is a fundamental purpose of the ADA. People with disabilities must not be treated in a different or inferior manner. For example:

- A city museum with an oriental carpet at the front entrance cannot make people who use wheelchairs use the back door out of concern for wear and tear on the carpet, if others are allowed to use the front entrance.
- A public health clinic cannot require an individual with a mental illness to come for check-ups after all other patients have been seen, based on an assumption that this patient's behavior will be disturbing to other patients.
- A county parks and recreation department cannot require people who are blind or have vision loss to be accompanied by a companion when hiking on a public trail.

The integration of people with disabilities into the mainstream of American life is a fundamental purpose of the ADA. Historically, public entities provided separate programs for people with disabilities and denied them the right to participate in the programs provided to everyone else. The ADA prohibits public entities from isolating, separating, or denying people with disabilities the opportunity to participate in the programs that are offered to others. Programs, activities, and services must be provided to people with disabilities in integrated settings. The ADA neither requires nor prohibits programs specifically for people with disabilities. But, when a public entity offers a special program as an alternative, individuals with disabilities have the right to choose whether to participate in the special program or in the regular program. For example:

- A county parks and recreation department may choose to provide a special swim program for people with arthritis. But it may not deny a person with arthritis the right to swim during pool hours for the general public.
- A state may be violating the ADA's integration mandate if it relies on segregated sheltered workshops to provide employment services for people with intellectual or developmental disabilities who could participate in integrated alternatives, like integrated supported employment with reasonable modifications; or if it relies on segregated adult care homes for residential services for people with mental illness who could live in integrated settings like scattered-site, permanent supportive housing.
- A city government may offer a program that allows people with disabilities to park for free at accessible metered parking spaces, but the ADA does not require cities to provide such programs.

People with disabilities have to meet the essential eligibility requirements, such as age, income, or educational background, needed to participate in a public program, service, or activity, just like everyone else. The ADA does not entitle them to waivers, exceptions, or preferential treatment. However, a public entity may not impose eligibility criteria that screen out or tend to screen out individuals with disabilities unless the criteria are necessary for the provision of the service, program, or activity being offered. For example:

- A citizen with a disability who is eighteen years of age or older, resides in the jurisdiction, and has registered to vote is "qualified" to vote in general elections.
- A school child with a disability whose family income is above the level allowed for an income-based free lunch program is "not qualified" for the program.

- If an educational background in architecture is a prerequisite to serve on a city board that reviews and approves building plans, a person with a disability who advocates for accessibility but lacks this background does not meet the qualifications to serve on this board.
- Requiring people to show a driver's license as proof of identity in order to enter a secured government building would unfairly screen out people whose disability prevents them from getting a driver's license. Staff must accept a state-issued non-driver ID as an alternative.
- The ADA allows (and may require – see below) different treatment of a person with a disability in situations where such treatment is necessary in order for a person with a disability to participate in a civic activity. For example, if an elected city council member has a disability that prevents her from attending council meetings in person, delivering papers to her home and allowing her to participate by telephone or videoconferencing would enable her to carry out her duties.
- There are some situations where it simply is not possible to integrate people with disabilities without fundamentally altering the nature of a program, service, or activity. For example, moving a beach volleyball program into a gymnasium, so a player who uses a wheelchair can participate on a flat surface without sand, would “fundamentally alter” the nature of the game. The ADA does not require changes of this nature.

Rules that are necessary for safe operation of a program, service, or activity are allowed, but they must be based on a current, objective assessment of the actual risk, not on assumptions, stereotypes, or generalizations about people who have disabilities. For example:

- A parks and recreation department may require all participants to pass a swim test in order to participate in an agency-sponsored white-water rafting expedition. This policy is legitimate because of the actual risk of harm to people who would not be able to swim to safety if the raft capsized.
- A rescue squad cannot refuse to transport a person based on the fact that he or she has HIV. This is not legitimate, because transporting a person with HIV does not pose a risk to first responders who use universal precautions.
- A Department of Motor Vehicles may require that all drivers over age 75 pass a road test to renew their driver's license. It is not acceptable to apply this rule only to drivers with disabilities.

There are two exceptions to these general principles.

In some cases, “equal” (identical) treatment is not enough. As explained in the next sections, the ADA also requires public entities to make certain accommodations in order for people with disabilities to have a fair and equal opportunity to participate in civic programs and activities.

Reasonable Modification of Policies and Procedures

Many routine policies, practices, and procedures are adopted by public entities without thinking about how they might affect people with disabilities. Sometimes a practice that seems neutral makes it difficult or impossible for a person with a disability to participate. In these cases, the ADA requires public entities to make “reasonable modifications” in their usual ways of doing things when necessary to accommodate people who have disabilities. For example:

- A person who uses crutches may have difficulty waiting in a long line to vote or register for college classes. The ADA does not require that the person be moved to the front of the line (although this would be permissible), but staff must provide a chair for him and note where he is in line, so he doesn't lose his place.
- A person who has an intellectual or cognitive disability may need assistance in completing an application for public benefits.
- A public agency that does not allow people to bring food into its facility may need to make an exception for a person who has diabetes and needs to eat frequently to control his glucose level.
- A city or county ordinance that prohibits animals in public places must be modified to allow people with disabilities who use service animals to access public places. (This topic is discussed more fully later.)
- A city or county ordinance that prohibits motorized devices on public sidewalks must be modified for people with disabilities who use motorized mobility devices that can be used safely on sidewalks. (This topic is discussed more fully later.)

Only "reasonable" modifications are required. When only one staff person is on duty, it may or may not be possible to accommodate a person with a disability at that particular time. The staff person should assess whether he or she can provide the assistance that is needed without jeopardizing the safe operation of the public program or service. Any modification that would result in a "fundamental alteration" -- a change in the essential nature of the entity's programs or services -- is not required. For example:

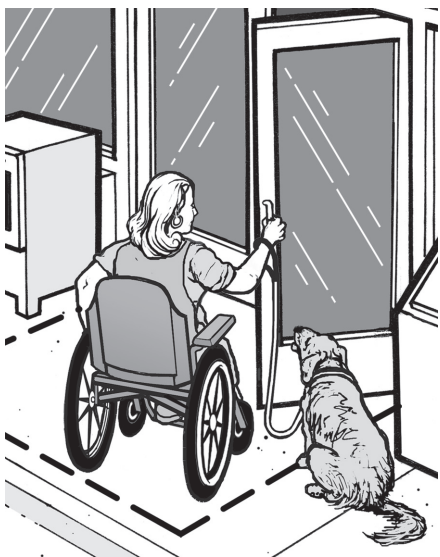
- At a museum's gift shop, accompanying and assisting a customer who uses a wheelchair may not be reasonable when there is only one person on duty.

- At a hot lunch program for elderly town residents, staff are not obliged to feed a woman with a disability who needs assistance in eating, if it does not provide this service for others. However, the woman should be allowed to bring an attendant to assist her. If she can feed herself but cannot cut large pieces of food into bite-sized pieces, it is reasonable to ask staff to cut up the food.
- If a city requires a 12-foot set-back from the curb in the central business district, it may be reasonable to grant a 3-foot variance for a store wishing to install a ramp at its entrance to meet its ADA obligations. If the set-back is smaller and the ramp would obstruct pedestrian traffic, granting the variance may "fundamentally alter" the purpose of the public sidewalk.

Service Animals

Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. For example, many people who are blind or have low vision use dogs to guide and assist them with orientation. Many individuals who are deaf use dogs to alert them to sounds. People with mobility disabilities often use dogs to pull their wheelchairs or retrieve items. People with epilepsy may use a dog to warn them of an imminent seizure, and individuals with psychiatric disabilities may use a dog to remind them to take medication. Dogs can also be trained to detect the onset of a seizure or panic attack and to help the person avoid the attack or be safe during the attack. Under the ADA, "comfort," "therapy," or "emotional support" animals do not meet the definition of a service animal because they have not been trained to do work or perform a specific task related to a person's disability.

Allowing service animals into a "no pet" facility is a common type of reasonable modification neces-



Woman using a wheelchair and her service animal enter a town building

sary to accommodate people who have disabilities. Service animals must be allowed in all areas of a facility where the public is allowed except where the dog's presence would create a legitimate safety risk (e.g., compromise a sterile environment such as a burn treatment unit) or would fundamentally alter the nature of a public entity's services (e.g., allowing a service animal into areas of a zoo where animals that are natural predators or prey of dogs are displayed and the dog's presence would be disruptive). The ADA does not override public health rules that prohibit dogs in swimming pools, but they must be permitted everywhere else.

The ADA requires that service animals be under the control of the handler at all times and be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents him from using these devices. Individuals who cannot use such devices must maintain control of the animal through voice, signal, or other effective controls.

Public entities may exclude service animals only if 1) the dog is out of control and the handler cannot or does not regain control; or 2) the dog is not housebroken. If a service animal is excluded, the individual must be allowed to enter the facility without the service animal.

Public entities may not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal, as a condition for entry. In situations where it is not apparent that the dog is a service animal, a public entity may ask only two questions: 1) is the animal required because of a disability? and 2) what work or task has the dog been trained to perform? Public entities may not ask about the nature or extent of an individual's disability.

The ADA does not restrict the breeds of dogs that may be used as service animals. Therefore, a town ordinance that prohibits certain breeds must be modified to allow a person with a disability to use a service animal of a prohibited breed, unless the dog's presence poses a direct threat to the health or safety of others. Public entities have the right to determine, on a case-by-case basis, whether use of a particular service animal poses a direct threat, based on that animal's actual behavior or history; they may not, however, exclude a service animal based solely on fears or generalizations about how an animal or particular breed might behave.

The ADA does not require service animals to be certified, licensed, or registered as a service animal. Nor are they required to wear service animal vests or patches, or to use a specific type of harness. There are individuals and organizations that sell service animal certification or registration documents to the public. The Department of Justice does not recognize these as proof that the dog is a service animal under the ADA.

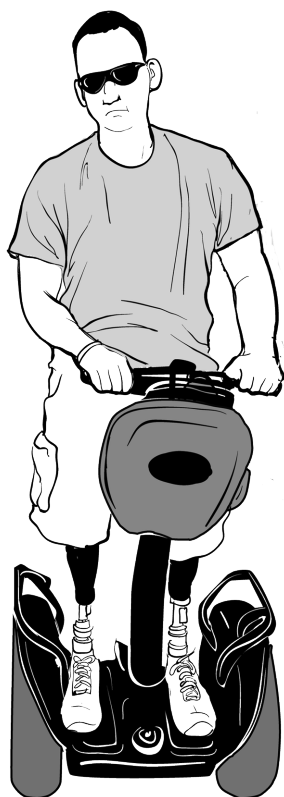
For additional information, see [ADA 2010 Revised Requirements: Service Animals](http://www.ada.gov/service_animals_2010.htm) at www.ada.gov/service_animals_2010.htm or www.ada.gov/service_animals_2010.pdf.

Wheelchairs and Other Power-Driven Mobility Devices

Allowing mobility devices into a facility is another type of “reasonable modification” necessary to accommodate people who have disabilities.

People with mobility, circulatory, or respiratory disabilities use a variety of devices for mobility. Some use walkers, canes, crutches, or braces while others use manual or power wheelchairs or electric scooters, all of which are primarily designed for use by people with disabilities. Public entities must allow people with disabilities who use these devices into all areas where the public is allowed to go.

Advances in technology have given rise to new power-driven devices that are not necessarily designed specifically for people with disabilities, but are being used by some people with disabilities for mobility. The term “other power-driven mobility devices” is used in the ADA regulations to refer



Man with prosthetic legs using a Segway®

to any mobility device powered by batteries, fuel, or other engines, whether or not they are designed primarily for use by individuals with mobility disabilities for the purpose of locomotion. Such devices include Segways®, golf cars, and other devices designed to operate in non-pedestrian areas. Public entities must allow individuals with disabilities who use these devices into all areas where the public is allowed to go, unless the entity can demonstrate that the particular type of device cannot be accommodated because of legitimate safety requirements. Such safety requirements must be based on actual risks, not on speculation or stereotypes about a particular class of devices or how individuals will operate them.

Public entities must consider these factors in determining whether to permit other power-driven mobility devices on their premises:

- the type, size, weight, dimensions, and speed of the device;
- the volume of pedestrian traffic (which may vary at different times of the day, week, month, or year);
- the facility’s design and operational characteristics, such as its square footage, whether it is indoors or outdoors, the placement of stationary equipment, devices, or furniture, and whether it has storage space for the device if requested by the individual;
- whether legitimate safety standards can be established to permit the safe operation of the device; and
- whether the use of the device creates a substantial risk of serious harm to the environment or natural or cultural resources or poses a conflict with Federal land management laws and regulations.

Using these assessment factors, a public entity may decide, for example, that it can allow devices like Segways® in a facility, but cannot allow the

use of golf cars, because the facility's corridors or aisles are not wide enough to accommodate these vehicles. It is likely that many entities will allow the use of Segways® generally, although some may determine that it is necessary to restrict their use during certain hours or particular days when pedestrian traffic is particularly dense. It is also likely that public entities will prohibit the use of combustion-powered devices from all indoor facilities and perhaps some outdoor facilities. Entities are encouraged to develop written policies specifying which power-driven mobility devices will be permitted and where and when they can be used. These policies should be communicated clearly to the public.

Public entities may not ask individuals using such devices about their disability but may ask for a credible assurance that the device is required because of a disability. If the person presents a valid, State-issued disability parking placard or card or a State-issued proof of disability, that must be accepted as credible assurance on its face. If the person does not have this documentation, but states verbally that the device is being used because of a mobility disability, that also must be accepted as credible assurance, unless the person is observed doing something that contradicts the assurance. For example, if a person is observed running and jumping, that may be evidence that contradicts the person's assertion of a mobility disability. However, the fact that a person with a disability is able to walk for some distance does not necessarily contradict a verbal assurance -- many people with mobility disabilities can walk, but need their mobility device for longer distances or uneven terrain. This is particularly true for people who lack stamina, have poor balance, or use mobility devices because of respiratory, cardiac, or neurological disabilities.

For additional information, see [ADA 2010 Revised Requirements: Wheelchairs, Mobility Aids, and Other Power-Driven Mobility Devices](http://www.ada.gov/opdmd.htm) at www.ada.gov/opdmd.htm or www.ada.gov/opdmd.pdf.

Communicating with People Who Have Disabilities

Communicating successfully is an essential part of providing service to the public. The ADA requires public entities to take the steps necessary to communicate effectively with people who have disabilities, and uses the term “auxiliary aids and services” to refer to readers, notetakers, sign language interpreters, assistive listening systems and devices, open and closed captioning, text telephones (TTYs), videophones, information provided in large print, Braille, audible, or electronic formats, and other tools for people who have communication disabilities. In addition, the regulations permit the use of newer technologies including real-time captioning (also known as computer-assisted real-time transcription, or CART) in which a transcriber types what is being said at a meeting or event into a computer that projects the words onto a screen; remote CART (which requires an audible feed and a data feed to an off-site transcriber); and video remote interpreting (VRI), a fee-based service that allows public entities that have video conferencing equipment to access a sign language interpreter off-site. Entities that choose to use VRI must comply with specific performance standards set out in the regulations.

Because the nature of communications differs from program to program, the rules allow for flexibility in determining effective communication solutions. The goal is to find a practical solution that fits the circumstances, taking into consideration the nature, length, and complexity of the communication as well as the person's normal method(s) of communication. What is required to communicate effectively when a person is registering for classes at a public university is very different from what is required to communicate effectively in a court proceeding.

Some simple solutions work in relatively simple and straightforward situations. For example:

- If a person who is deaf is paying a parking ticket at the town clerk's office and has a question, exchanging written notes may be effective.
- If a person who is blind needs a document that is short and straightforward, reading it to him may be effective.

Other solutions may be needed where the information being communicated is more extensive or complex. For example:

- If a person who is deaf is attending a town council meeting, effective communication would likely require a sign language interpreter or real time captioning, depending upon whether the person's primary language is sign language or English.
- If a person who is blind needs a longer document, such as a comprehensive emergency preparedness guide, it may have to be provided in an alternate format such as Braille or electronic disk. People who do not read Braille or have access to a computer may need an audiotaped version of the document.

Public entities are required to give primary consideration to the type of auxiliary aid or service requested by the person with the disability. They must honor that choice, unless they can demonstrate that another equally effective means of communication is available or that the aid or service requested would fundamentally alter the nature of the program, service, or activity or would result in undue financial and administrative burdens. If the choice expressed by the person with a disability would result in an undue burden or a fundamental alteration, the public entity still has an obligation to provide another aid or service that provides effective communication, if possible.

The decision that a particular aid or service would result in an undue burden or fundamental alteration must be made by a high level official, no lower than a Department head, and must be accompanied by a written statement of the reasons for reaching that conclusion.

The telecommunications relay service (TRS), reached by calling 7-1-1, is a free nationwide network that uses communications assistants (also called CAs or relay operators) to serve as intermediaries between people who have hearing or speech disabilities who use a text telephone (TTY) or text messaging and people who use standard voice telephones. The communications assistant tells the voice telephone user what the TTY-user is typing and types to the TTY-user what the telephone user is saying. When a person who speaks with difficulty is using a voice telephone, the communications assistant listens and then verbalizes that person's words to the other party. This is called speech-to-speech transliteration.

Video relay service (VRS) is a free, subscriber-based service for people who use sign language and have videophones, smart phones, or computers with video communication capabilities. For outgoing calls, the subscriber contacts the VRS interpreter, who places the call and serves as an intermediary between the subscriber and a person who uses a voice telephone. For incoming calls, the call is automatically routed to the subscriber through the VRS interpreter.

Staff who answer the telephone must accept and treat relay calls just like other calls. The communications assistant or interpreter will explain how the system works.

For additional information, including the performance standards for VRI, see [ADA 2010 Revised Requirements: Effective Communication](http://www.ada.gov/effective-comm.htm) at www.ada.gov/effective-comm.htm or www.ada.gov/effective-comm.pdf.

MAKING THE BUILT ENVIRONMENT ACCESSIBLE

The ADA's regulations and the ADA Standards for Accessible Design, originally published in 1991, set the minimum standard for what makes a facility accessible. Only elements that are built-in (fixed in place) are addressed in the Standards. While the updated 2010 Standards, which became effective on March 15, 2012, retain many of the original provisions in the 1991 Standards, there are some significant differences. The Standards are used when determining if a public entity's programs or services are accessible under the ADA. However, they apply differently depending on whether the entity is providing access to programs or services in existing facilities or is altering an existing facility or building a new facility.

Access to Programs and Services in Existing Facilities

Public entities have an ongoing obligation to ensure that individuals with disabilities are not excluded from programs and services because facilities are unusable or inaccessible to them. There is no "grandfather clause" in the ADA that exempts older facilities. However, the law strikes a careful balance between increasing access for people with disabilities and recognizing the constraints many public entities face. It allows entities confronted with limited financial resources to improve accessibility without excessive expense.

In the years since the ADA took effect, public facilities have become increasingly accessible. In the event that changes still need to be made, there is flexibility in deciding how to meet this obligation -- structural changes can be made to provide access, the program or service can be relocated to an accessible facility, or the program or service can be provided in an alternate manner. For example:

- In an elementary school without an elevator, a teacher can be assigned to a first floor classroom if the class includes a student with a mobility disability.
- A social service agency located in an inaccessible facility can make arrangements to meet with an applicant or client with a mobility disability at an alternate location that is accessible.
- If an application for a particular city program must be made in person at an inaccessible office, the city could allow a person with a mobility disability to complete and submit the application by mail or email.
- If a public library is inaccessible, staff can provide curb-side service for a patron with a mobility disability to check out and return books.

Structural changes are not required where other solutions are feasible. However, where other solutions are not feasible, structural changes are required. When structural change is the method chosen to make a program or service accessible, the changes must meet the requirements of the 2010 ADA Standards, unless it is technically infeasible to do so. When full compliance is not technically feasible, the changes must follow the Standards to the maximum extent feasible. For example, if there is not enough space to install a ramp with a slope that complies with the Standards, a public entity may install a ramp with a slightly steeper slope. However, deviations from the Standards must not pose a significant safety risk. In addition, public entities are not required to take any action that would threaten or destroy the historic significance of an historic property.

Whatever method is chosen, the public entity must ensure that people with disabilities have access to programs and services under the same terms and conditions as other people. For example:

- If a social service agency meets with clients in a private office on the second floor of a building without an elevator, a public area on the first floor is not an acceptable alternate location to meet with a client who has a mobility disability. The alternate location must provide the same degree of privacy as the regular location.
- If a court has ordered a person with a mobility disability to participate in a group anger-management program, and the program is located in an inaccessible facility, it is not acceptable to offer the program to him individually in an accessible location, because the group interaction is a critical component of the program.

There are limits to a public entity's program access obligations. Entities are not required to take any action that would result in undue financial and administrative burdens. The decision that an action would result in an undue burden must be made by a high level official, no lower than a Department head, having budgetary authority and responsibility for making spending decisions, after considering all resources available for use in the funding and operation of the service, program, or activity, and must be accompanied by a written statement of the reasons for reaching that conclusion. If an action would result in an undue burden, a public entity must take any other action that would not result in an undue burden but would nevertheless ensure that individuals with disabilities receive the benefits or services provided by the public entity.

A key concept is that public programs and services, when viewed in their entirety, must be accessible to people with disabilities, but not all facilities must necessarily be made accessible. For example, if a city has multiple public swimming pools and limited resources, it can decide which pools to make accessible based on factors such as the geographic distribution of the sites, the availability of public transportation, the hours of operation, and

the particular programs offered at each site so that the swimming program as a whole is accessible to and usable by people with disabilities.

Another key concept is that public entities have an ongoing obligation to make programs and services accessible to people with disabilities. This means that if many access improvements are needed, and there are insufficient resources to accomplish them in a single year, they can be spread out over time. It also means that rising or falling revenues can affect whether or not an access improvement can be completed in a given year. What might have been seen as an undue burden during an economic downturn could become possible when the economy improves and revenues increase. Thus, public entities should periodically reassess what steps they can take to make their programs and services accessible. Public entities should also consult with people with disabilities in setting priorities for achieving program access. (See **Planning for Success** on page 14.)

Temporary access interruptions for maintenance, repair, or operational activities are permitted, but must be remedied as soon as possible and may not extend beyond a reasonable period of time. Staff must be prepared to assist individuals with disabilities during these interruptions. For example, if the accessible route to a biology lab is temporarily blocked by chairs from a classroom that is being cleaned, staff must be available to move the chairs so a student who uses a wheelchair can get to the lab. In addition, if an accessible feature such as an elevator breaks down, public entities must ensure that repairs are made promptly and that improper or inadequate maintenance does not cause repeated failures. Entities must also ensure that no new barriers are created that impede access by people with disabilities. For example, routinely storing a garbage bin or piling snow in accessible parking spaces makes them unusable and inaccessible to people with mobility disabilities.

For activities that take place infrequently, such as voting, temporary measures can be used to achieve access for individuals who have mobility disabilities. For more information, see [Solutions for Five Common ADA Access Problems at Polling Places](http://www.ada.gov/ada_voting/voting_solutions_ta/polling_place_solutions.htm) at www.ada.gov/ada_voting/voting_solutions_ta/polling_place_solutions.htm or www.ada.gov/ada_voting/voting_solutions_ta/polling_place_solutions.pdf.

Element-by-Element Safe Harbor for Existing Facilities

The requirements in the 2010 ADA Standards are, for many building elements, identical to the 1991 Standards and the earlier Uniform Federal Accessibility Standards (UFAS). For some elements, however, the requirements in the 2010 Standards have changed. For example:

- The 1991 Standards allowed light switches, thermostats, and other controls to be installed at a maximum height of 54 inches. Under the 2010 Standards, the maximum height is 48 inches.
- The 1991 Standards required one van-accessible space for every eight accessible spaces. The 2010 Standards require one van-accessible space for every six accessible spaces.
- The 2010 Standards for assembly areas contain revised requirements for dispersion of accessible seating, sightlines over standing spectators, and companion seating.

If a facility was in compliance with the 1991 Standards or UFAS as of March 15, 2012, a public entity is not required to make changes to meet the 2010 Standards. This provision is referred to as the “safe harbor.” It applies on an element-by-element basis and remains in effect until a public entity decides to alter a facility for reasons other than the ADA. For example, if a public entity decides to restripe its parking lot (which is considered an alteration), it must then meet the ratio of van acces-

sible spaces in the 2010 Standards. The ADA’s definition of the term “alteration” is discussed below.

The 2010 Standards also contain requirements for recreational facilities that were not addressed in the 1991 Standards or UFAS. These include swimming pools, play areas, exercise machines, court sport facilities, and boating and fishing piers. Because there were no previous accessibility standards for these types of facilities, the safe harbor does not apply. The program access rules apply, and the 2010 Standards must be followed when structural change is needed to achieve program access.

New Requirements in the 2010 Standards Not Subject to the Safe Harbor

- Amusement rides
- Recreational boating facilities
- Exercise machines and equipment
- Fishing piers and platforms
- Golf facilities
- Miniature golf facilities
- Play areas
- Saunas and steam rooms
- Swimming pools, wading pools, and spas
- Shooting facilities with firing positions
- Residential facilities and dwelling units
- Miscellaneous
 - Team or player seating
 - Accessible route to bowling lanes
 - Accessible route in court sports

Alterations

When a public entity chooses to alter any of its facilities, the elements and spaces being altered must comply with the 2010 Standards. An alteration is defined as remodeling, renovating, rehabilitating, reconstructing, changing or rearranging structural parts or elements, changing or rearranging plan configuration of walls and full-height or other fixed partitions, or making other changes that affect (or could affect) the usability of the facility. Examples include restriping a parking lot, moving walls, moving a fixed ATM to another location, installing a new service counter or display shelves, changing a doorway entrance, or replacing fixtures, flooring or carpeting. Normal maintenance, reroofing, painting, wallpapering, or other changes that do not affect the usability of a facility are not considered alterations. The 2010 Standards set minimum accessibility requirements for alterations. In situations where strict compliance with the Standards is technically infeasible, the entity must comply to the maximum extent feasible. “Technically infeasible” is defined as something that has little likelihood of being accomplished because existing structural conditions would require removing or altering a load-bearing member that is an essential part of the structural frame; or because other existing physical or site constraints prohibit modifications or additions that comply fully with the Standards. The 2010 Standards also contain an exemption for certain alterations that would threaten or destroy the historic significance of an historic property.

New Construction

The ADA requires that all new facilities built by public entities must be accessible to and usable by people with disabilities. The 2010 Standards set out the minimum accessibility requirements for newly constructed facilities.

2010 ADA Standards Basics

Chapter 1: Application and Administration. This chapter contains important introductory and interpretive information, including definitions for key terms used in the 2010 Standards.

Chapter 2: Scoping. This chapter sets forth which elements, and how many of them, must be accessible.

Chapters 3 – 10: Design and Technical Requirements. These chapters provide design and technical specifications for elements, spaces, buildings, and facilities.

Common Provisions

Accessible Routes -- Section 206 and Chapter 4.

Parking Spaces -- Sections 208 and 502. The provisions regarding accessible routes (section 206), signs (section 216), and, where applicable, valet parking (section 209) also apply.

Passenger Loading Zones -- Sections 209 and 503.

Assembly Areas -- Sections 221 and 802.

Sales and Service -- Sections 227 and 904.

Dining and Work Surfaces -- Sections 226 and 902. The provisions regarding accessible routes in section 206.2.5 (Restaurants and Cafeterias) also apply to dining surfaces.

Dressing, Fitting, and Locker Rooms -- Sections 222 and 803.

Highlights of the 2010 Standards

Parking

The chart below indicates the number of accessible spaces required by the 2010 Standards. One out of every six accessible spaces must be van-accessible.

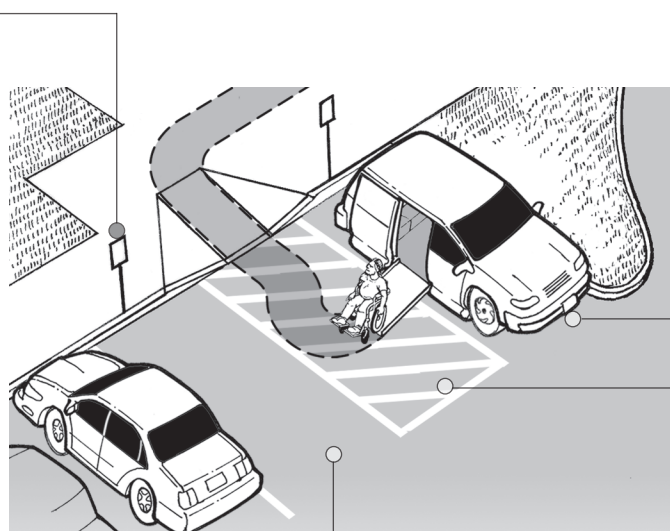
Total Number of Parking Spaces Provided in Parking Facility	Minimum Number of Required Accessible Parking Spaces
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4
101 to 150	5
151 to 200	6
201 to 300	7
301 to 400	8
401 to 500	9
501 to 1000	2 percent of total

Public entities with very limited parking (four or fewer spaces) must have one van-accessible parking space. However, no signage is required.

An accessible parking space must have an access aisle, which allows a person using a wheelchair or other mobility device to get in and out of the car or van. Accessible parking spaces (including access aisles) must be level (maximum slope 1:48 in all directions) and each access aisle must adjoin an accessible route.

Signage: international symbol of accessibility placed in front of the parking space mounted at least five feet above the ground, measured to the bottom of the sign. Van accessible spaces include the designation "van accessible".

Van Accessible Spaces: 2010 Standards—one for every six accessible spaces (1991 Standards required one for every eight).



Space width for car: eight feet minimum

Space width for van: minimum 11 feet (although it may be minimum eight feet wide if the access aisle is minimum eight feet wide)

Access Aisle: Width: minimum five feet (if aisle serves car and van spaces)

Length: full length of vehicle parking space

An overview of accessible parking requirements

Accessible Entrances

One small step at an entrance can make it impossible for individuals using wheelchairs, walkers, canes, or other mobility devices to enter a public facility. Removing this barrier may be accomplished in a number of ways, such as installing a ramp or a lift or regrading the walkway to provide an accessible route. If the main entrance cannot be made accessible, an alternate accessible entrance can be used. If there are several entrances and only one is accessible, a sign should be posted at the inaccessible entrances directing individuals to the accessible entrance. This entrance must be open whenever other public entrances are open.



Sign at an inaccessible entrance identifies the location of the nearest accessible entrance

Accessible Routes to Programs and Services

The path a person with a disability takes to enter and move through a facility is called an “accessible route.” This route, which must be at least three feet wide, must remain accessible and not be blocked by items such as vending or ice machines, newspaper dispensers, furniture, filing cabinets, display racks, or potted plants. Similarly, accessible toilet stalls and accessible service counters must not be cluttered with materials or supplies. The accessible route should be the same, or be located in the same area as, the general route used by people without mobility disabilities.

Shelves, Sales and Service Counters, and Check-Out Aisles

The obligation to provide program access also applies to merchandise shelves, sales and service counters, and check-out aisles. Shelves used by the public must be on an accessible route with enough space to allow individuals using mobility devices to access merchandise or materials. However, shelves may be of any height since they are not subject to the ADA’s reach range requirements. A portion of sales and service counters must be accessible to people who use mobility devices. If a facility has check-out aisles, at least one must be usable by people with mobility disabilities, though more are required in larger venues.

PLANNING FOR SUCCESS

Being proactive is the best way to ensure ADA compliance. Many public entities have adopted a general ADA nondiscrimination policy, a specific policy on service animals, a specific policy on effective communication, or specific policies on other ADA topics. Staff also need instructions about how to access the auxiliary aids and services needed to communicate with people who have vision, hearing, or speech disabilities. Public entities should also make staff aware of the free information resources for answers to ADA questions. And officials should be familiar with the 2010 Standards before undertaking any alterations or new construction projects. Training staff on the ADA, conducting periodic self-evaluations of the accessibility of the public entity’s policies, programs and facilities, and developing a transition plan to remove barriers are other proactive steps to ensure ADA compliance.

ADA Coordinator, Grievance Procedure, Self-Evaluations, and Transition Plans

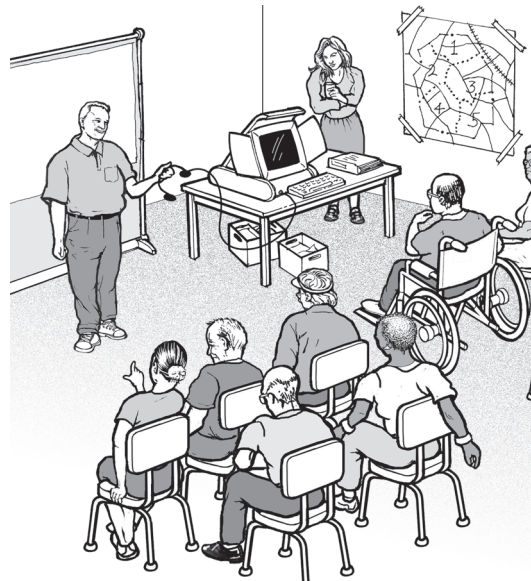
Public entities that have 50 or more employees are required to have a grievance procedure and to designate at least one responsible employee to coordinate ADA compliance. Although the law does not require the use of the term “ADA Coordinator,” it is commonly used by state and local governments across the country. The ADA Coordinator’s role is to coordinate the government entity’s efforts to comply with the ADA and investigate any complaints that the entity has violated the ADA. The Coordinator serves as the point of contact for individuals with disabilities to request auxiliary aids and services, policy modifications, and other accommodations or to file a complaint with the entity; for the general public to address ADA concerns; and often for other departments and employees of the public entity. The name, office address, and telephone number of the ADA Coordinator must be provided to all interested persons.

The 1991 ADA regulation required all public entities, regardless of size, to evaluate all of their services, policies, and practices and to modify any that did not meet ADA requirements. In addition, public entities with 50 or more employees were required to develop a transition plan detailing any structural changes that would be undertaken to achieve program access and specifying a time frame for their completion. Public entities were also required to provide an opportunity for interested individuals to participate in the self-evaluation and transition planning processes by submitting comments. While the 2010 regulation does not specifically require public entities to conduct a new self-evaluation or develop a new transition plan, they are encouraged to do so.

For more information, see [ADA Best Practices Tool Kit for State and Local Governments](http://www.ada.gov/pcatoolkit/chap2toolkit.htm) at www.ada.gov/pcatoolkit/chap2toolkit.htm.

Staff Training

A critical, but often overlooked, component of ensuring success is comprehensive and ongoing staff training. Public entities may have good policies, but if front line staff or volunteers are not aware of them or do not know how to implement them, problems can arise. It is important that staff -- especially front line staff who routinely interact with the public -- understand the requirements on modifying policies and practices, communicating with and assisting customers, accepting calls placed through the relay system, and identifying alternate ways to provide access to programs and services when necessary to accommodate individuals with a mobility disability. Many local disability organizations, including Centers for Independent Living, conduct ADA trainings in their communities. The Department of Justice or the National Network of ADA Centers can provide local contact information for these organizations.



Staff training session for front line staff and volunteers

ADA INFORMATION RESOURCES

U.S. Department of Justice

For more information about the revised ADA regulations and the 2010 Standards, please visit the Department of Justice's website or call our toll-free number.

ADA Website

www.ADA.gov

ADA Information Line

800-514-0301 (Voice)

800-514-0383 (TTY)

24 hours a day to order publications by mail.
M-W, F 9:30 a.m. – 5:30 p.m., Th 12:30 p.m.
– 5:30 p.m. (Eastern Time) to speak to an ADA
Specialist. Calls are confidential.

National Network of ADA Centers

Ten regional centers are funded by the U.S. Department of Education to provide ADA technical assistance to businesses, States and localities, and people with disabilities. One toll-free number connects you to the center in your region:

800-949-4232 (Voice and TTY)

www.adata.org

Access Board

For technical assistance on the ADA/ABA Guidelines:

800-872-2253 (Voice)

800-993-2822 (TTY)

www.access-board.gov

This publication is available in alternate formats for people with disabilities.

Duplication of this document is encouraged.

June 2015

CalCAP Americans with Disabilities Act Financing Program Lender Contact List

As of March 7, 2017

	Participating Financial Institution	Contact Name	Phone Number	Address
1	Fresno CDFI	Jeremy Hofer	(559) 263-1277	1920 Mariposa Mall, Suite 330 Fresno, CA 93721
2	Maxim Commercial Capital, LLC	Doug Houlahan Joel Chang	(213) 480-4840 x 201 (213) 480-4840 x120	11620 Wilshire Blvd, Ste 540 Los Angeles, CA 90025
3	Opening Doors, Inc.	Deborah Ortiz	(916) 492-2591	1111 Howe Ave, Ste 125 Sacramento, CA 95825

Ongoing contact list updates are available at:

<http://www.treasurer.ca.gov/cpcfa/calcap/ada/institutions.pdf>

We welcome new lenders. For information on becoming a participating lender visit:

<http://www.treasurer.ca.gov/cpcfa/calcap/ada/index.asp>

HOW TO FIND A CASp

To find a CASp, go to DSA's website at www.dgs.ca.gov/casp and click on the List of Certified Access Specialists link. CASp listed with a "Yes" in the "Do Inspections" column are available for hire.

WHAT TO REMEMBER AFTER THE INSPECTION

1. KEEP THE CASp INSPECTION REPORT IN YOUR FILES.

The report is confidential and should only be shared under the direction of legal counsel, or unless otherwise required by law. You may, however, share this report with the construction professionals you hire to achieve compliance.

2. ADHERE TO YOUR SCHEDULE OF IMPROVEMENTS.

This is important in that it demonstrates your intent to follow the law and be in compliance.

3. MAINTAIN THE ACCESSIBLE FEATURES OF YOUR FACILITY.

Establish a plan to stay in compliance. Ask your CASp which construction-related accessibility standards require periodic maintenance, and establish a policy to check maintenance items regularly. Review operational policies that may intermittently affect compliance, and establish procedures to ensure access is provided. Inform your employees about maintenance and operational policies that affect access to your facility.

4. YOUR LEGAL BENEFITS DO NOT "EXPIRE."

Once your facility has been inspected by a CASp, there is no reason for a repeat inspection unless you make improvements or alterations to your facility. If you do make improvements to your facility that require a permit, ask the local building department to have your final inspection performed by their CASp on staff so that your legal benefits for the inspected area remain intact.



The image shows a smiling woman with long brown hair, wearing a light blue denim button-down shirt with rolled-up sleeves and a brown belt. She is holding a blue sign that reads "ACCESS INSPECTED" in white capital letters. The sign also contains smaller text and a checkmark icon. The background is a blurred outdoor setting with a building entrance.

HIRING A CASp

*For Business and Property Owners To
Ensure Their Facilities are Accessible to
Individuals With Disabilities*

www.dgs.ca.gov/casp

HIRE A CERTIFIED ACCESS SPECIALIST TO HELP DETERMINE YOUR FACILITY'S COMPLIANCE.

WHAT TO KNOW ABOUT CASp INSPECTIONS

Certified Access Specialists (CASp) have been tested on their knowledge of state and federal accessibility standards. With a CASp inspection and report, in addition to learning your facility's accessibility status, you can receive legal benefits.

LEGAL BENEFITS

- Request an early evaluation conference.
- Receive a 90-day stay of court proceedings.
- Reduce minimum statutory damages to \$1,000 from \$4,000, if you are found in violation of a construction-related accessibility requirement and correct the violation within 60 days.
- Additional benefits for qualified small businesses.

The facility inspected does not need to comply with all applicable construction-related accessibility standards in order for you to receive legal benefits – but the property must be inspected by a CASp before a claim is filed. Making progress on correcting violations according to your schedule of improvements will reduce or eliminate your liability.

WHAT THE CASp WILL ASK YOU

1. Date of Construction: _____

2. Areas and Dates of Past Improvements/Renovations: _____

WHAT YOU'LL RECEIVE FROM YOUR CASp

WRITTEN AGREEMENT FOR SERVICES

To receive legal benefits, the agreement should state that the CASp will provide you an inspection and a report according to the Construction-Related Accessibility Standards Compliance Act (CRASCA) in Civil Code section 55.53.

INSPECTION REPORT

This document will include a description of the areas inspected, the date of the inspection, and a determination of your status of compliance:

Meets Applicable Standards

A signed and dated inspection report stating that, in the opinion of the CASp, the inspected areas met construction-related accessibility requirements.

Inspected By a CASp

Notation of any areas needing correction and the correction needed is required. The CASp may work with you to establish a reasonable schedule of completion for each of the corrections.

DISABILITY ACCESS INSPECTION CERTIFICATE

The disability access inspection certificate provided by the CASp can be displayed at the facility. We suggest posting a color copy and keeping the original in a safe location.

3. Areas Available to the Public (Customers):

☐ Retail/Dining/Meeting Space

☐ Parking Lot

☐ Restroom(s)

☐ Other: _____

If you are unsure of the answers, your CASp may be able to perform the research, or give you guidance on finding the information.



My business is accessible. *Is yours?*

HIRE A CASp. GET LEGAL BENEFITS.

IS YOUR BUSINESS ACCESS COMPLIANT UNDER FEDERAL ADA STANDARDS & CALIFORNIA LAW?

A Certified Access Specialist (CASp) can help determine if your facility is access compliant.

WITH A CASp INSPECTION, YOU GET ...

A review by a professional who knows which accessibility standards apply to your facility.

An action plan for changes needed for your facility to become compliant.

Legal benefits that may reduce your financial liability in a lawsuit.

For more information and to find a CASp in your area, visit www.dgs.ca.gov/casp





DISPELLING THE MYTHS

If your business facility is open to the public, then it must be accessible to individuals with disabilities. Misconceptions about these standards may leave you unsure about the compliance of your facility. Let's set the record straight:

THE AMERICANS WITH DISABILITIES ACT OF 1990 (ADA) is a federal civil rights law that prohibits discrimination against individuals with disabilities, and requires all public accommodations and commercial facilities to be accessible to individuals with disabilities.

THE CALIFORNIA BUILDING CODE contains the construction-related accessibility provisions that are the standards for compliant construction. A facility's compliance is based on the California Building Code version in place at the time of construction or alteration.

MYTH

FACT

My business doesn't need to be compliant because the building is old and therefore grandfathered in.

There are no "grandfathering" provisions.

"Grandfathering" is the notion that ADA requirements do not apply to buildings constructed prior to the establishment of the ADA. This, however, is not true. Regardless of the age or historical importance of a building, if it is open to the public, you must provide access to the goods and services you offer.

A Certified Access Specialist (CASP) can tell you what changes, if any, are needed for your facility to be compliant.

The building is owned by someone else, so I'm not liable for violations.

Compliance is not only the landlord's responsibility.

Both the lessor and lessee are responsible and liable for the accessibility of a facility's public areas. If you lease or rent a facility, it is advisable to have an agreement with your landlord about who is responsible for providing and maintaining the facility's accessible features.

Lease and rental agreements must stipulate whether the property was inspected by a CASp, and, if so, whether or not the property is compliant with all applicable construction-related accessibility standards.

The standards are always changing, making it hard to stay in compliance.

Construction standards for your facility do not change.

The ADA has only been updated once in more than twenty years. Although the California Building Code is amended regularly, your facility's compliance is determined by the building code in place when your facility was originally constructed or last altered. A once-compliant facility isn't made noncompliant because the accessibility regulations and guidelines are updated; however, accessible features must be maintained.

A CASp can determine your status of compliance according to the applicable standards (ADA and California Building Code).



Expanding Your Market



 Americans with Disabilities Act
ADA Business Connection

More than fifty million Americans with disabilities make up a huge, nearly untapped market for businesses of all types and sizes. To help businesses welcome customers with disabilities, the IRS offers two tax incentives to remove access barriers.

For more information about these tax incentives and the ADA, call the Department of Justice ADA Information Line at:

800-514-0301 (voice)

800-514-0383 (TTY)

or visit the **ADA Business Connection** at:

www.ada.gov.

Tax Incentives for Businesses

Businesses can take advantage of two Federal tax incentives available to help cover costs of making access improvements for customers with disabilities:

- **A tax credit for small businesses** who remove access barriers from their facilities, provide accessible services, or take other steps to improve accessibility for customers with disabilities
- **A tax deduction for businesses of all sizes** that remove access barriers in their facilities or vehicles

A business that annually incurs eligible expenses to bring itself into compliance with the ADA may use these tax incentives every year. The incentives may be applied to a variety of expenditures; however, they may not be applied to the costs of new construction. All barrier removal must comply with applicable Federal accessibility standards.

Tax Credit

Small businesses with 30 or fewer employees or total revenues of \$1 million or less can use the Disabled Access Credit (Internal Revenue Code, Section 44). Eligible small businesses may take a credit of up to \$5,000 (half of eligible expenses up to \$10,250, with no credit for the first \$250) to offset their costs for access, including barrier removal from their facilities (e.g., widening a doorway, installing a ramp), provision of accessibility services (e.g., sign language interpreters), provision of printed material in alternate formats (e.g., large-print, audio, Braille), and provision or modification of equipment.

Tax Deduction

Businesses of all sizes may take advantage of this tax deduction. Under Internal Revenue Code, Section 190, businesses can take a business expense deduction of up to \$15,000 per year for costs of removing barriers in facilities or vehicles.

Tax Incentives in Combination

These two incentives can be used together by eligible businesses if the expenditures qualify under both Sections 44 and 190. If a small business' expenses exceed \$10,250 for the maximum \$5,000 tax credit, then the deduction equals the difference between the total spent and the amount of the credit claimed.

Tax Incentives Forms and Publications

Visit the Internal Revenue Service website at www.irs.gov or call 800-829-3676 (voice); 800-829-4059 (TTY)

to order the necessary business forms and publications:

Form 8826 (Disabled Access Credit)

and **Publication 535 "Business Expenses"** (tax deduction).



UNITED STATES ACCESS BOARD

amusement rides boating facilities fishing piers & platforms golf courses miniature golf sports facilities swimming pools & spa

accessible golf courses



a summary of
accessibility guidelines
for recreation facilities



JUNE 2003

A FEDERAL AGENCY COMMITTED TO ACCESSIBLE DESIGN

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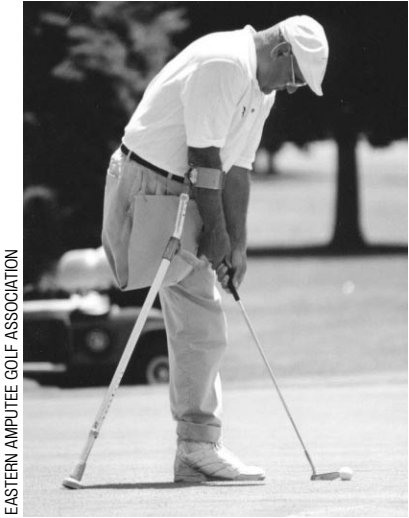
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This information has been developed and reviewed in accordance with the Access Board's information quality guidelines (www.access-board.gov/infoquality.htm).

Accessibility Guidelines for Recreation Facilities



EASTERN AMPUTEE GOLF ASSOCIATION

Introduction

The Americans with Disabilities Act (ADA) is a comprehensive civil rights law that prohibits discrimination on the basis of disability. The ADA requires that newly constructed and altered state and local government facilities, places of public accommodation, and commercial facilities be readily accessible to, and usable by, individuals with disabilities. The ADA Accessibility Guidelines (ADAAG) is the standard applied to buildings and facilities. Recreational facilities, including golf courses, are among the facilities required to comply with the ADA.

The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2002. The recreation facility guidelines are a supplement to ADAAG. As a supplement, they must be used in conjunction with ADAAG. References to ADAAG are mentioned throughout this summary. Copies of ADAAG and the recreation facility accessibility guidelines can be obtained through the Board's website at www.access-board.gov or by calling 1-800-872-2253 or 1-800-993-2822 (TTY). Once these guidelines are adopted by the Department of Justice (DOJ), all newly designed, constructed and altered recreation facilities covered by the ADA will be required to comply.

The recreation facility guidelines cover the following facilities and elements:

- Amusement rides
- Boating facilities
- Fishing piers and platforms
- Miniature golf courses
- Golf courses
- Exercise equipment
- Bowling lanes
- Shooting facilities
- Swimming pools, wading pools, and spas

This guide is intended to help designers and operators in using the accessibility guidelines for golf courses. These guidelines establish minimum accessibility requirements for newly designed or newly constructed and altered golf courses. This guide is not a collection of golf course designs. Rather, it provides specifications for elements within a golf course to create a general level of usability for individuals with disabilities. Emphasis is placed on ensuring that individuals with disabilities are generally able to access the golf course and

use a variety of elements. Designers and operators are encouraged to exceed the guidelines where possible to provide increased accessibility and opportunities. Incorporating accessibility into the design of a golf course should begin early in the planning process with careful consideration to the layout of the course, golf car paths, and other circulation paths.

The recreation facility guidelines were developed with significant public participation. In 1993, the Access Board established an advisory committee of 27 members to recommend accessibility guidelines for recreation facilities. The Recreation Access Advisory Committee represented the following groups and associations:



- American Ski Federation
- American Society for Testing and Materials (Public Playground Safety Committee)
- American Society of Landscape Architects
- Beneficial Designs
- City and County of San Francisco, California, Department of Public Works
- Disabled American Veterans
- Environmental Access
- Golf Course Superintendents Association of America
- Hawaii Disability and Communication Access Board
- International Association of Amusement Parks and Attractions
- Katherine McGuinness and Associates
- Lehman, Smith, and Wiseman Associates
- Michigan Department of Natural Resources
- National Council on Independent Living
- National Park Service
- National Recreation and Park Association
- New Jersey Department of Community Affairs
- Outdoor Amusement Business Association
- Paralyzed Veterans of America
- Professional Golfer's Association
- Self Help for Hard of Hearing People
- States Organization for Boating Access
- Universal Studios
- U.S. Army Corps of Engineers
- U.S. Forest Service
- Y.M.C.A. of the U.S.A.
- Walt Disney Imagineering



EASTERN AMPUTEE GOLF ASSOCIATION

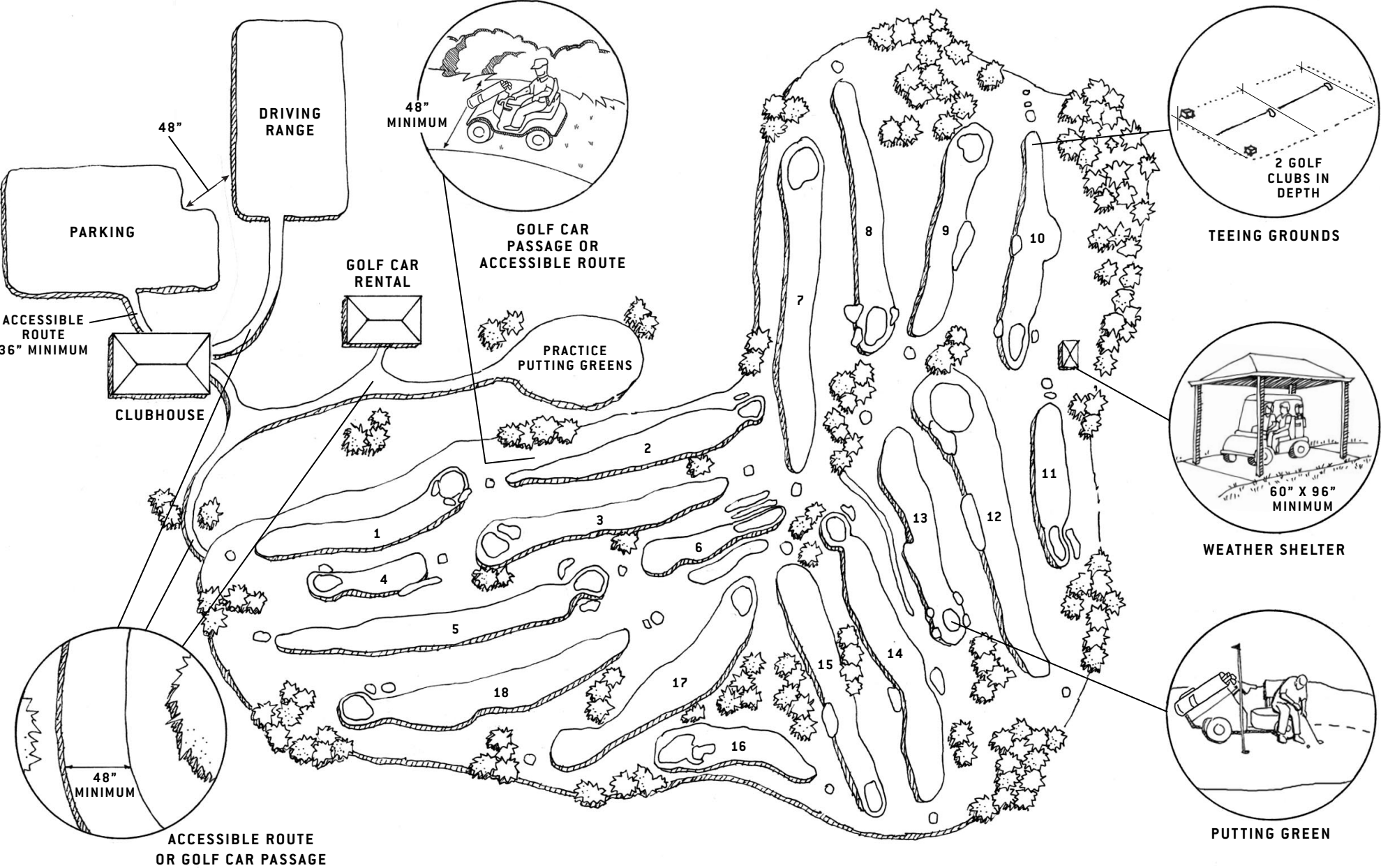
The public was given an opportunity to comment on the recommended accessibility guidelines, and the Access Board made changes to the recommended guidelines based on the public comments. A notice of proposed rulemaking (NPRM) was published in the Federal Register in July 1999, followed by a five-month public comment period. Further input from the public was sought in July 2000 when the Access Board published a draft final rule soliciting comment. A final rule was published in September 2002.

"Whenever a door is closed to anyone because of a disability, we must work to open it....Whenever any barrier stands between you and the full rights and dignity of citizenship, we must work to remove it, in the name of simple decency and justice.

The promise of the ADA...has enabled people with disabilities to enjoy much greater access to a wide range of affordable travel, recreational opportunities and life-enriching services."

President George W. Bush, New Freedom Initiative, February 1, 2001

ACCESSIBLE ROUTE OR GOLF CAR PASSAGE CONNECTING ELEMENTS



Golf Courses

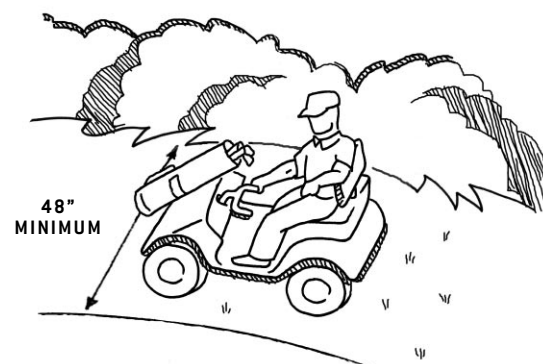
The recreation facility guidelines described in this guide focus on newly designed or newly constructed and altered golf courses and driving ranges. Other provisions contained in ADAAG address elements commonly found at a golf course, such as accessible vehicle parking spaces, exterior accessible routes, and toilet and bathing facilities. ADAAG addresses only the built environment (structures and grounds). The guidelines do not address operational issues. Questions regarding operational issues should be directed to the Department of Justice, 1-800-514-0301 or 1-800-514-0383 (TTY).

Accessible Routes

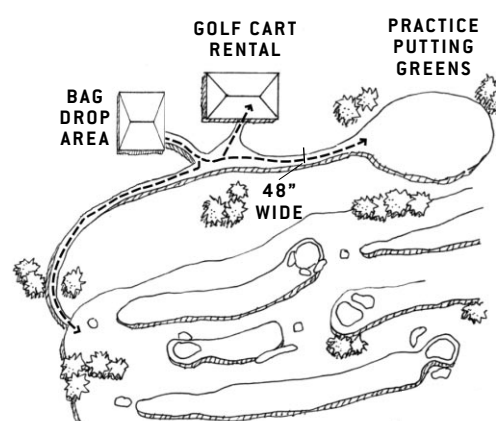
Accessible routes are continuous, unobstructed paths connecting all accessible elements and spaces of a building or facility on golf courses. The accessible route must comply with ADAAG provisions for location, width (minimum of 36 inches), passing space, head room, surface, slope (maximum of 1:12 or 8.33%), changes in level, doors, egress, and areas of rescue assistance, unless modified by specific provisions outlined in this guide.

Alternative Golf Car Passage

Providing an accessible route that complies with ADAAG may be impractical throughout a golf course for several reasons.



**GOLF CAR PASSAGE
OR ACCESSIBLE ROUTE**



**ACCESSIBLE ROUTE OR
GOLF CAR PASSAGE**

First, the route of play for a golfer is dependent on where the ball lands and is therefore unpredictable. The guidelines assume that on many courses, golfers use a golf car to move throughout the course.

Second, requiring an accessible route throughout a course could alter the slopes within some courses and alter the nature of the sport by eliminating some of the challenge of the game. Therefore, a golf car passage may be substituted for an accessible route *within* the boundary of a golf course. A golf car passage is a continuous passage on which a motorized golf car can operate. While a golf car passage must be usable by golf cars, it does not necessarily need to have a prepared surface and may be part of a golf car path. The golf car passage could be located on areas such as fairways, greens, and teeing surfaces. A golf car passage can be substituted for all or part of the accessible route connecting elements within the boundary of the course and must be a minimum of 48 inches in width.

A golf car passage may also be substituted for an accessible route *outside* the boundary of the golf course when connecting certain elements. This is limited to the golf car rental area, bag drop areas, practice putting greens, accessible practice teeing grounds, course toilet rooms, and course weather shelters.

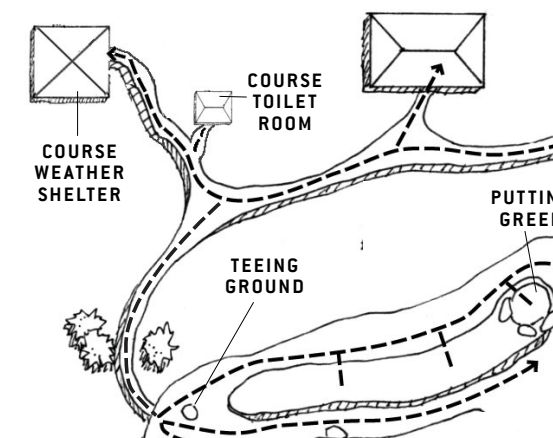
Accessible Route Guidelines

Where an accessible route is used, the golf course guidelines modify ADAAG's accessible route provisions. They increase

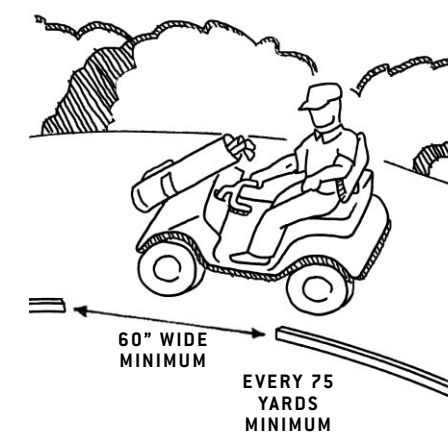
the minimum width for an accessible route from 36 inches to 48 inches. If an accessible route is provided instead of a golf car passage, it must connect accessible elements and spaces located within the boundary of a golf course. The 48-inch minimum width for the accessible route is necessary to ensure passage of a golf car on the accessible route. This is important where the accessible route is used to connect the golf car rental area, bag drop areas, practice putting greens, accessible practice teeing grounds, course toilet rooms, and course weather shelters. These are areas outside the boundary of the golf course, but are areas where an individual using an adapted golf car may travel. Where handrails are provided along an accessible route, the guidelines increase the minimum width of the route to 60 inches to accommodate the passage of a golf car.

Course Barriers

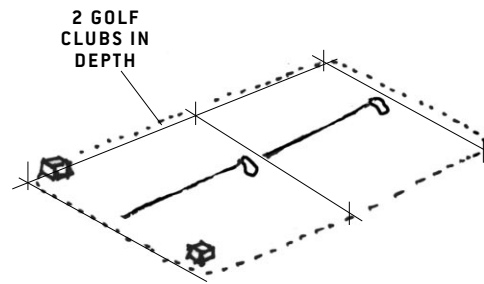
Curbing or other man-made barriers often line golf car paths to restrict golf cars from entering certain portions of the course or to reduce erosion. Where man-made barriers are provided that prevent golf cars from entering a fairway, openings at least 60 inches wide at intervals not exceeding 75 yards must be provided. These dispersed openings will provide access to the course at reasonable intervals, enabling a golfer using a golf car to play the game without extended travel distances and time requirements.



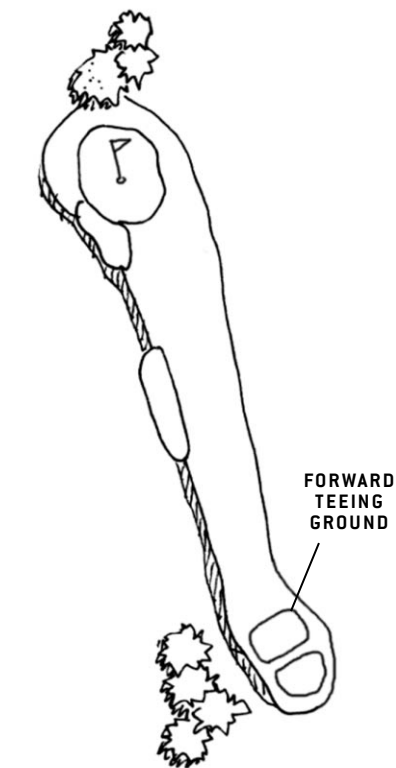
**GOLF CAR PASSAGE
OR ACCESSIBLE ROUTE
ON FAIRWAY**



COURSE BARRIERS



TEERING GROUND



MULTIPLE TEEING GROUNDS

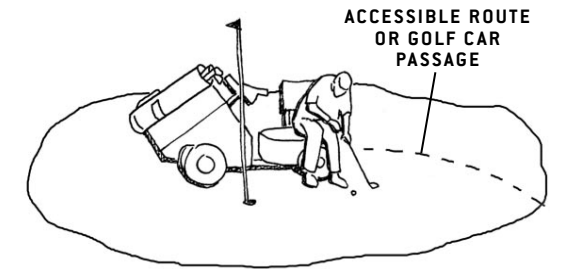
Teeing Grounds

The “teeing ground” is the starting place for a hole of golf. A rectangular area usually two club-lengths in depth, the teeing ground’s borders are defined by the outside limits of two “tee-markers.” The design and construction of new teeing grounds or the alteration of an existing teeing area must allow golf cars to enter and exit within these limits.

- Forward Teeing Ground—The forward teeing ground for each hole must be connected by either an accessible route or a golf car passage. Existing courses do not have to provide access to the forward teeing ground in alterations, if terrain makes compliance infeasible.
- Multiple Teeing Grounds—If one or two teeing grounds are provided for a hole, only the forward teeing ground must be accessible either by an accessible route or a golf car passage. If three or more teeing grounds are provided for a hole, two teeing grounds must be accessible. This will allow persons with disabilities to play from different tees appropriate to their skill level, while providing flexibility to course operators and designers.

Putting Greens

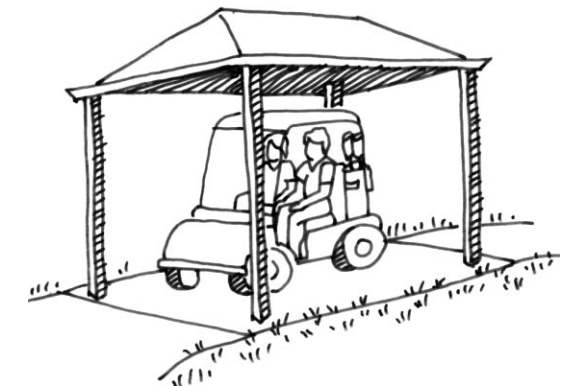
Each putting green must be designed and constructed so that a golf car can enter and exit the green. The green must be connected by a golf car passage so that a golf car can reach the green.



PUTTING GREEN

Weather Shelters

Course weather shelters must be designed and constructed to allow a golf car to enter and exit, and have a clear floor or ground space of 60 inches by 96 inches minimum. This space will allow a golf car to be driven directly into a weather shelter.

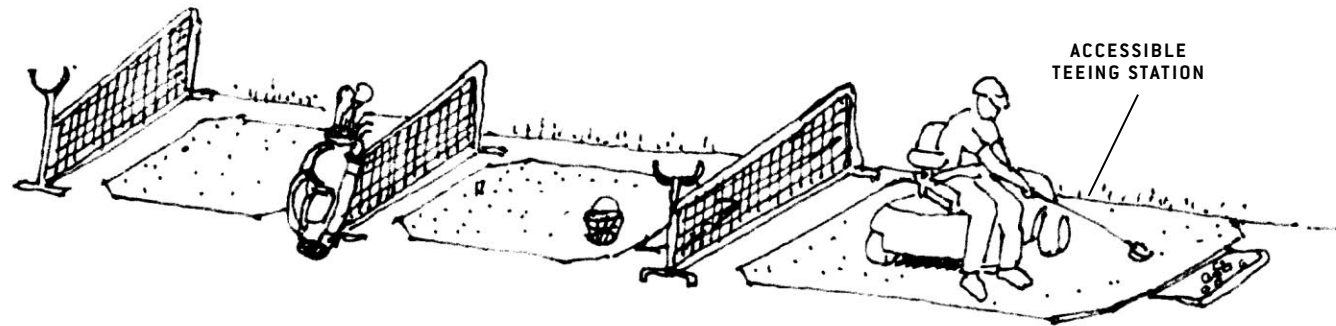


ATHER SHELTER

Driving Ranges

Both stand-alone driving ranges and driving ranges adjacent to a golf course that provide teeing stations or practice teeing grounds must comply with the following:

- Accessible Routes—An accessible route or a golf car passage must connect accessible teeing stations with accessible parking spaces. The accessible route must be a minimum of 48 inches wide. If handrails are provided, the accessible route must be a minimum of 60 inches wide. This will allow a person who plays golf from a golf car to practice driving a golf ball from the same position and stance used when playing the game.



TEEING STATION

- Teeing Stations—If teeing stations or practice teeing grounds are provided, at least five percent, but not less than one, of the practice teeing grounds must be accessible and provide space for a golf car to enter and exit.

Single Rider Adaptive Golf Cars

In recent years, single rider adaptive golf cars have been used to increase access for persons with disabilities on golf courses. Questions have arisen concerning their use. The Access Board develops and maintains accessibility guidelines for the built environment. It is outside the jurisdiction of the Access Board to address operational issues such as the use of these cars. Operators should contact the Department of Justice at 1-800-514-0301 or 1-800-514-0383 (TTY) regarding issues relating to the use and operation of adaptive golf cars.



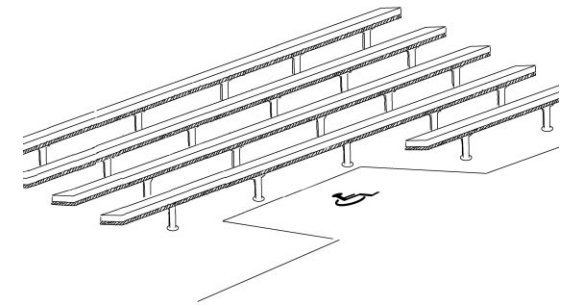
SOLORIDER

Temporary Facilities

ADAAG also requires temporary facilities such as bleachers for tournaments, assembly seating areas, portable toilet facilities, concessions, and all other available amenities to provide access. Access to temporary facilities on a golf course may be achieved through either an accessible route or golf car passage. Facilities hosting tournaments or competitions must comply with all the other requirements of the ADA, including the general obligation to provide an equal opportunity to individuals with disabilities to enjoy the services provided.

More Information

You can obtain copies of the recreation facility guidelines, which include golf courses, and further technical assistance from the U.S. Access Board at www.access-board.gov, **1-800-872-2253**, or **1-800-993-2822 (TTY)**.



ACCESSIBLE BLEACHERS



UNITED STATES ACCESS BOARD

amusement rides boating facilities fishing piers & platforms golf courses miniature golf sports facilities swimming pools & spas

accessible sports facilities



a summary of
accessibility guidelines
for recreation facilities

JUNE 2003

A FEDERAL AGENCY COMMITTED TO ACCESSIBLE DESIGN

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Cover photo, center: Scot Goodman

Accessibility Guidelines for Recreation Facilities



Introduction

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The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2002. The recreation facility guidelines are a supplement to ADAAG. As a supplement, they must be used in conjunction with ADAAG. References to ADAAG are mentioned throughout this summary. Copies of ADAAG and the recreation facility accessibility guidelines can be obtained through the Board's website at www.access-board.gov or by calling 1-800-872-2253 or 1-800-993-2822 (TTY). Once these guidelines are adopted by the Department of Justice (DOJ), all newly designed, constructed and altered recreation facilities covered by the ADA will be required to comply.



The recreation facility guidelines cover the following facilities and elements:

- Amusement rides
- Boating facilities
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- Miniature golf courses
- Golf courses
- Exercise equipment
- Bowling lanes
- Shooting facilities
- Swimming pools, wading pools, and spas

This guide is intended to help designers and operators in using the accessibility guidelines for sports facilities. These guidelines establish minimum accessibility requirements for newly designed or newly constructed and altered sports facilities. This guide is not a collection of sports facility designs. Rather, it provides specifications for elements within a sports facility to create a general level of usability for individuals with disabilities. Emphasis is placed on ensuring that individuals with disabilities are generally able to access the sports facility and use a variety of elements. Designers and operators are encouraged to exceed the guidelines where possible to provide increased accessibility and opportunities. Incorporating accessibility into the design of a sports facility should begin early in the planning process with careful consideration of accessible routes.



The recreation facility guidelines were developed with significant public participation. In 1993, the Access Board established an advisory committee of 27 members to recommend accessibility guidelines for recreation facilities. The Recreation Access Advisory Committee represented the following groups and associations:



- American Ski Federation
- American Society for Testing and Materials (Public Playground Safety Committee)
- American Society of Landscape Architects
- Beneficial Designs
- City and County of San Francisco, California, Department of Public Works
- Disabled American Veterans
- Environmental Access
- Golf Course Superintendents Association of America
- Hawaii Disability and Communication Access Board
- International Association of Amusement Parks and Attractions
- Katherine McGuinness and Associates
- Lehman, Smith, and Wiseman Associates
- Michigan Department of Natural Resources
- National Council on Independent Living
- National Park Service
- National Recreation and Park Association
- New Jersey Department of Community Affairs
- Outdoor Amusement Business Association
- Paralyzed Veterans of America
- Professional Golfer's Association
- Self Help for Hard of Hearing People



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- States Organization for Boating Access
- Universal Studios
- U.S. Army Corps of Engineers
- U.S. Forest Service
- Y.M.C.A. of the U.S.A.
- Walt Disney Imagineering

The public was given an opportunity to comment on the recommended accessibility guidelines, and the Access Board made changes to the recommended guidelines based on the public comments. A notice of proposed rulemaking (NPRM) was published in the Federal Register in July 1999, followed by a five-month public comment period. Further input from the public was sought in July 2000 when the Access Board published a draft final rule soliciting comment. A final rule was published in September 2002.

“Whenever a door is closed to anyone because of a disability, we must work to open it.... Whenever any barrier stands between you and the full rights and dignity of citizenship, we must work to remove it, in the name of simple decency and justice. The promise of the ADA...has enabled people with disabilities to enjoy much greater access to a wide range of affordable travel, recreational opportunities and life-enriching services.”

President George W. Bush, New Freedom Initiative, February 1, 2001

Sports Facilities

The recreation facility guidelines described in this guide focus on the accessible features of unique sports-related elements in newly designed or newly constructed and altered facilities. Other provisions contained in ADAAG address elements commonly found within a sports facility, such as accessible vehicle parking spaces, exterior accessible routes, doors, assembly sections, and toilet and bathing facilities. ADAAG addresses only the built environment (structures and grounds). The guidelines do not address operational issues. Questions regarding operational issues should be directed to the Department of Justice, 1-800-514-0301 or 1-800-514-0383 (TTY).

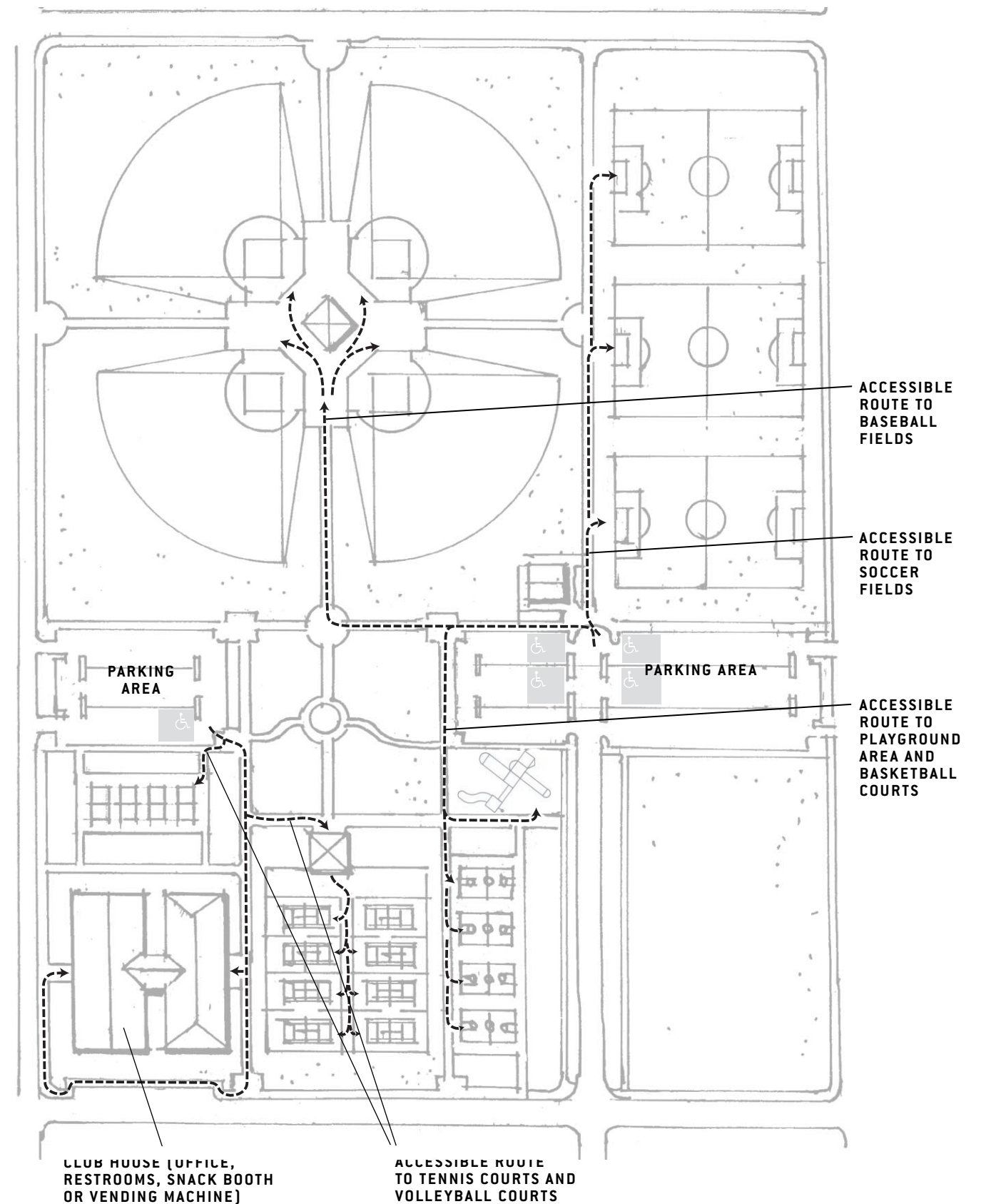


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Facilities and elements covered include:

- Areas of indoor and outdoor sports activity, including court sports (such as tennis, volleyball and racquetball), sports fields (such as softball, football, lacrosse, baseball, and soccer) and other sports (such as gymnastics and wrestling)
- Dressing, fitting, and locker rooms
- Team or player seating areas
- Exercise equipment and machines

ACCESSIBLE ROUTE CONNECTING VARIOUS ELEMENTS OF A MULTI-USE FACILITY





ACCESSIBLE ROUTE CONNECTING TO
A SPORTS FIELD

- Saunas and steam rooms
- Animal containment areas for public use such as petting zoos and passageways along animal pens at fairs
- Bowling lanes
- Shooting facilities

These recreation facility guidelines do not apply to:

- Raised structures used for refereeing, judging, or scoring a sport
- Animal containment areas not for public use
- Raised boxing rings and wrestling rings
- Water slides (as long as an accessible route is provided to the base)

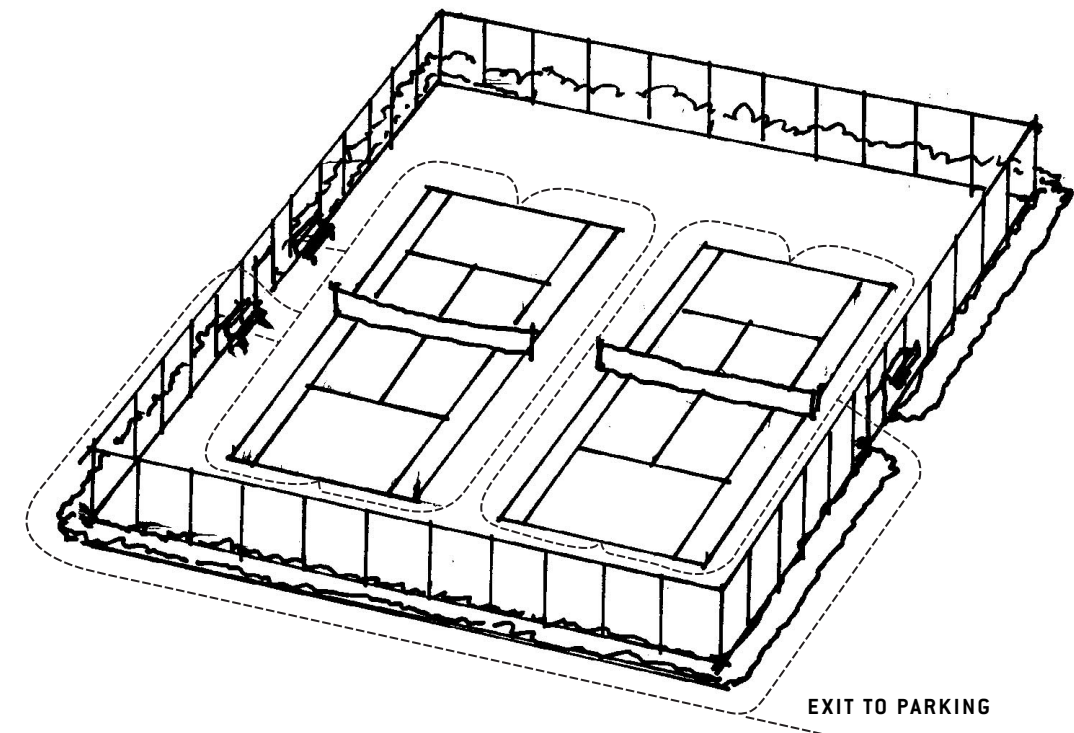
Accessible Routes

Accessible routes are continuous, unobstructed paths connecting all accessible elements and spaces of a building or facility. The accessible route must comply with ADAAG provisions for the location, width (minimum of 36 inches), passing space, head room, surface, slope (maximum of 1:12 or 8.33%), changes in level, doors, egress, and areas of rescue assistance, unless otherwise modified by specific provisions outlined in this guide. Facilities must provide accessible routes connecting all accessible elements and spaces within areas of indoor or outdoor sports activities. If not all elements need to be accessible, only those that are accessible must be connected with an accessible route.

The guidelines apply to “fixed” facilities and elements. They do not cover equipment that is frequently moved. For example, a wrestling mat or badminton net may be portable and moved regularly.

Court Sports

Where courts are provided, an accessible route must connect each court. Accessible routes must comply with all ADAAG requirements, such as width and changes in level or surface, and must *directly* connect both sides of the court. Players must not be required to traverse through another court to get to the other side of their court. This is especially critical in sports like tennis, in which changing sides of the court is part of the game. No additional accessibility guidelines apply once on the court.



ACCESSIBLE ROUTE CONNECTING COURT SPORTS

Areas of Sport Activities

An “area of sport activity” is a broad term intended to cover a diverse number of indoor and outdoor sports fields and areas. This includes, but is not limited to: basketball courts, baseball fields, running tracks, soccer fields, and skating rinks.

The “area of sport activity” is “that portion of a room or space where the play or practice of a sport occurs.” For example, football fields are defined by boundary lines. In addition, a safety border is provided around the field. Players may temporarily be in the space between the boundary lines and the safety border when they are pushed out of bounds or momentum carries them forward when receiving a pass. So in football, that space is used as part of the game and is included in the area of sport activity.

Accessible routes must connect each area of sport activity. Areas of sport activities must comply with all ADAAG requirements, except that they are exempt from the requirement that surfaces must be stable, firm, and slip resistant, and from the restrictions on carpets, grating, and changes in level. They are also exempt from restrictions on protruding objects. These provisions are not required inside of the area of sport activity since they may affect the fundamental nature of the sport or activity. For example, an accessible route is required to connect to the boundary of a soccer field, but there is no requirement to change the surface of a field to an accessible surface.

Where light fixtures or gates are provided as part of a court sport or other area of sport activity, they must comply with ADAAG provisions for controls and operating mechanisms, and for gates and doors.

Animal Containment Areas

If the public has access to an animal containment area, accessible routes must connect to each animal containment area. Examples may include petting zoos, petting farms, public pathways for viewing livestock display tents, or other areas where the public has access to animals. These areas must comply with all ADAAG requirements, except the requirements that surfaces be stable, firm, and slip resistant and the restrictions on

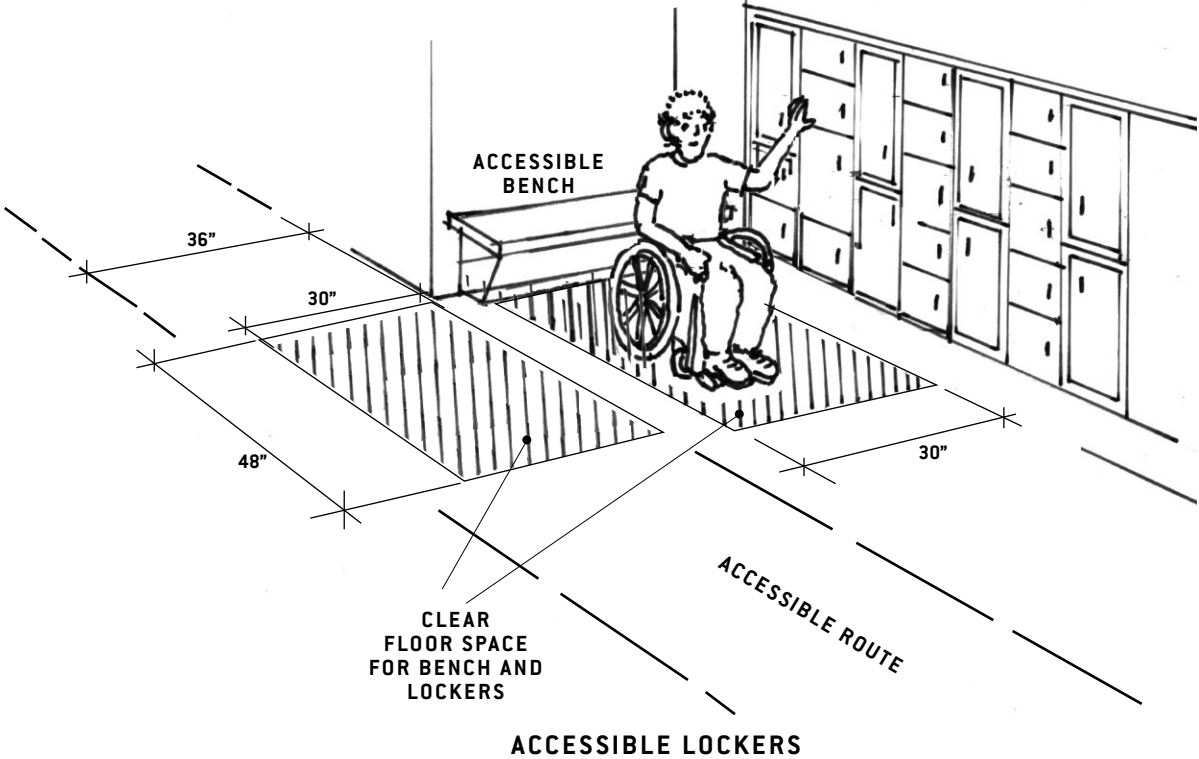
changes in level since some surfaces need to be absorbent. Accessibility is not required in areas that are for animal handlers and not for public use.

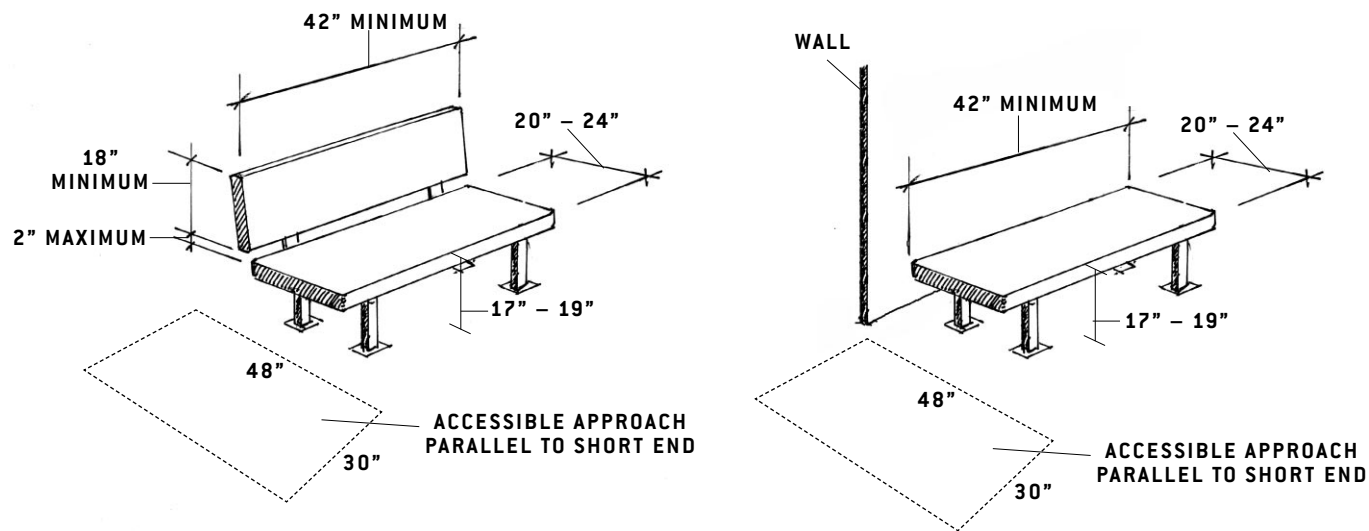
Dressing, Fitting, or Locker Rooms

When provided, dressing, fitting, or locker rooms must be accessible and comply with all ADAAG provisions. If they are in a cluster, 5 percent, or at least one must be accessible. There must be an accessible route through the door and to all elements required to be accessible in the room. Operating mechanisms provided on accessible lockers must also meet ADAAG provisions for their operation and height.

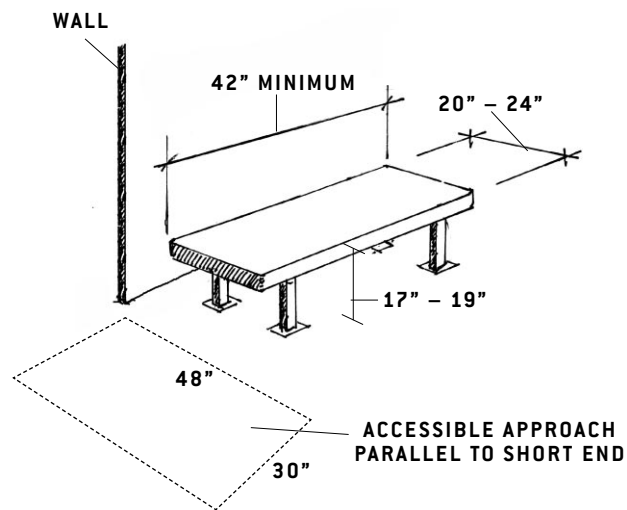
Lockers

If lockers are provided, at least 5 percent, but not less than one of each type (full, half, quarter, etc.) must be accessible. Accessible benches should be located adjacent to the accessible lockers.





ACCESSIBLE BENCH



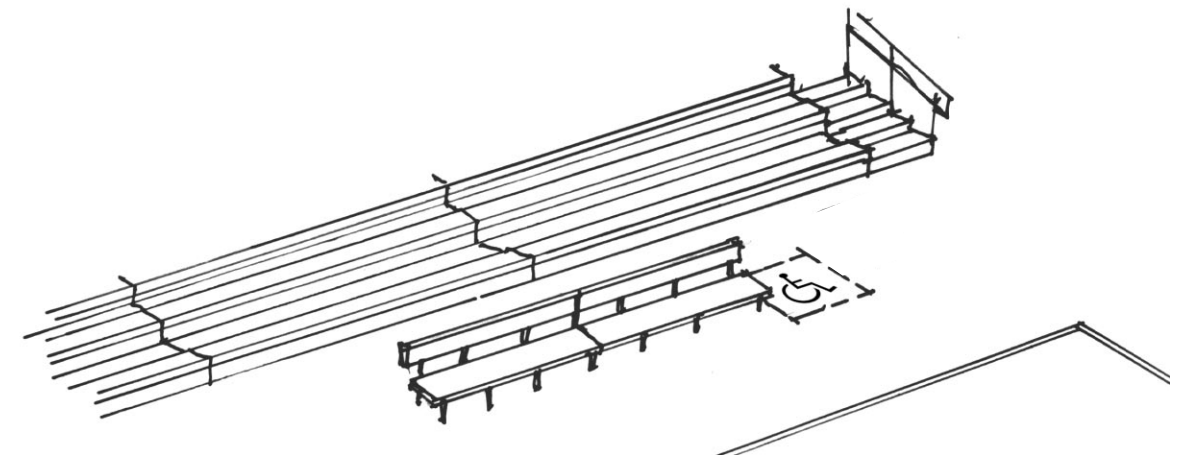
ACCESSIBLE BENCH AGAINST A WALL

Benches

Accessible benches are required in dressing, fitting, and locker rooms, and where seating is provided in saunas and steam rooms. Benches must have a clear floor space positioned to allow persons using wheelchairs or other mobility devices to approach parallel to the short end of a bench seat. In saunas and steam rooms, this floor space may be obstructed by readily removable seats.

Benches must have seats that are a minimum of 20 inches to a maximum of 24 inches in depth and 42 inches minimum in length. The seat height should be a minimum of 17 inches to a maximum of 19 inches above the finished floor. If the bench is not located next to a wall, the bench must have back support that is 42 inches minimum in length and extends from a point 2 inches maximum above the seat to a point 18 inches minimum above the bench. Benches must be strong enough to withstand a vertical or horizontal force of 250 pounds applied at any point on the seat, fastener, mounting device, or supporting structure. The provisions for benches are not intended to apply to park benches or other benches used for sitting or resting.

If benches are located in wet areas, the surface must be slip-resistant and designed not to accumulate water.



ACCESSIBLE TEAM PLAYER SEATING AREA

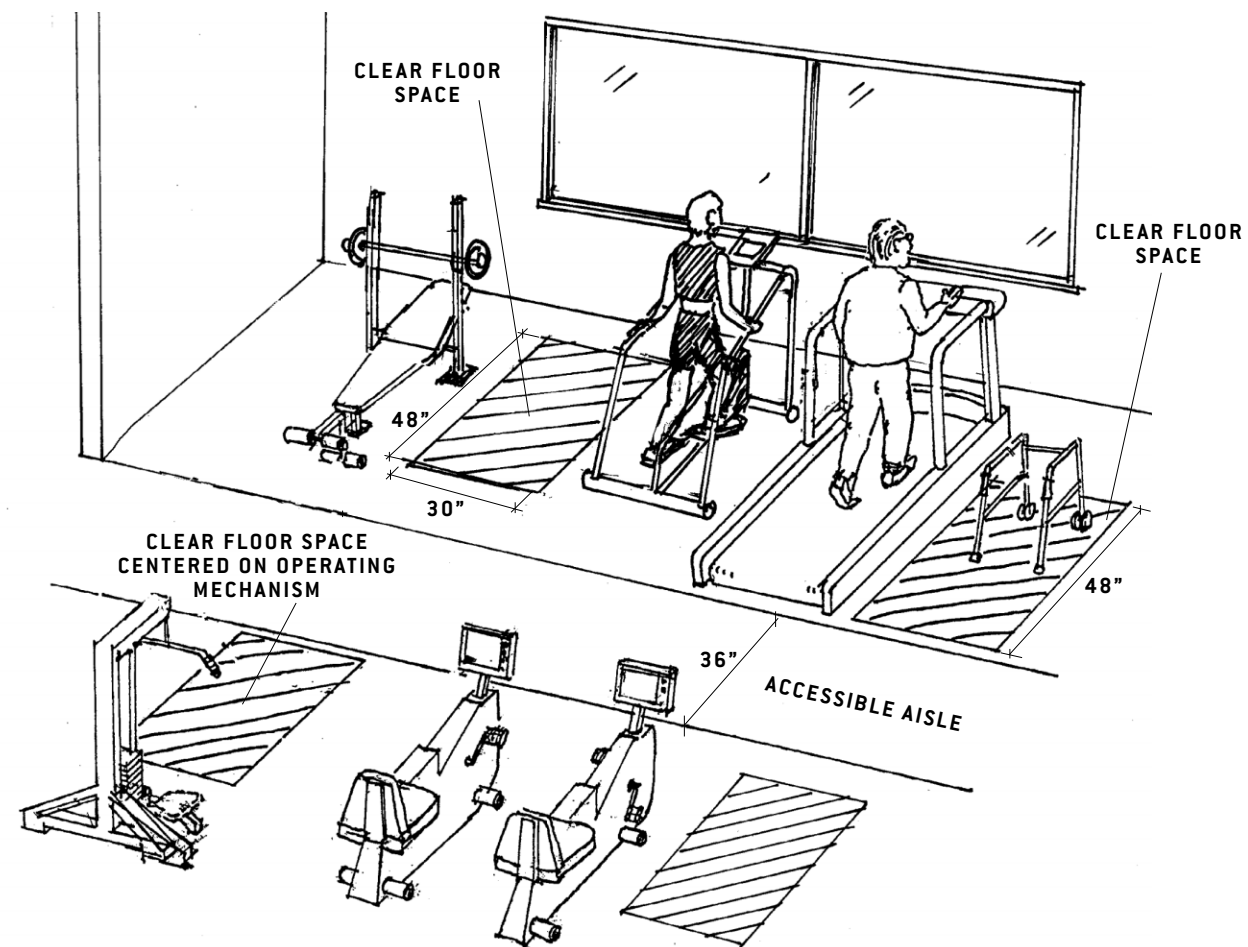
Team Player Seating Areas

Where provided, fixed team or player seating areas must contain the number of wheelchair spaces and companion seats required by ADAAG (based on the number of seats provided), but not less than one space. One option is to provide a clear space adjacent to a fixed bench, with the bench serving as companion seating. If designers and operators are designing a field or court that will serve a variety of wheelchair sports, exceeding the minimum requirements will better accommodate participants.

Wheelchair spaces in the team player seating areas are exempt from the requirements related to admission price and line of sight choices in assembly areas. It is recommended that ramps be used wherever possible for accessible routes connecting team or player seating areas and areas of sport activity. However, a platform lift may be used as part of an accessible route to team player seating areas.

Saunas and Steam Rooms

If saunas or steam rooms are in a cluster, at least 5 percent, but not less than one of each type must be accessible. The wheelchair turning space in the sauna or steam room must comply with ADAAG, except that it can be obstructed by readily removable seats. If seating is provided, at least one bench must be accessible. Doors cannot swing into any part of the clear floor or ground space required for benches.



CLEAR SPACE REQUIREMENTS AROUND EXERCISE EQUIPMENT

Exercise Equipment and Machines

At least one of each type of exercise equipment or machine must have clear floor space of at least 30 by 48 inches and be served by an accessible route. If the clear space is enclosed on three sides (e.g., by walls or the equipment itself), the clear space must be at least 36 by 48 inches.

Most strength training equipment and machines would be considered different types. For example, a bench press machine is different from a biceps curl machine. If operators provide both a biceps curl machine and free weights, both must meet the guidelines in this section even though both can be used to strengthen biceps. Likewise, cardiovascular exercise machines, such as stationary bicycles, rowing machines, stair climbers and treadmills, are all different

types of machines. But if the only difference in equipment provided is that they have different manufacturers, but are the same type, only one must comply.

Clear floor space must be positioned to allow a person to transfer from a wheelchair or to use the equipment while seated in a wheelchair. For example, to make a shoulder press accessible, the clear floor space should be next to the seat. But the clear floor space for a bench press designed for use by a person using a wheelchair would be centered on the operating mechanisms. Clear floor space for more than one piece of equipment may overlap. For example, where different types of exercise equipment and machines are located next to other pieces of equipment, the clear space may be shared. (See figure "Clear Space Requirements Around Exercise Equipment" on page 12.)

The exercise equipment and machines themselves do not need to comply with the ADAAG requirements regarding controls and operating mechanisms.

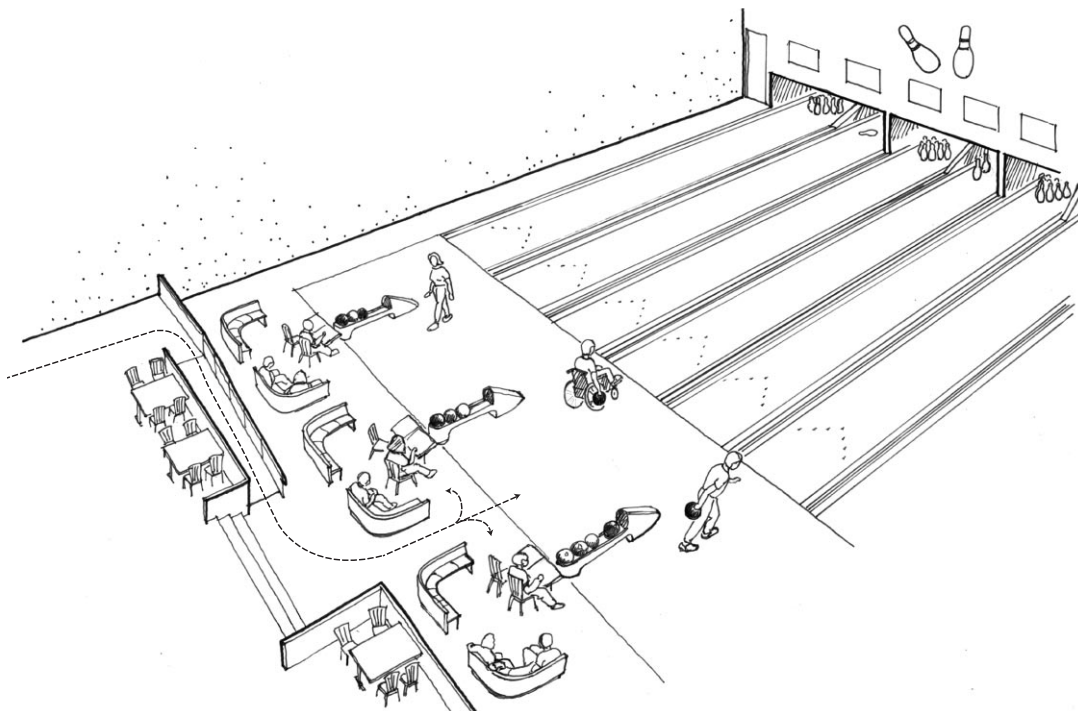
Designers and operators are encouraged to select exercise equipment that provides fitness opportunities for persons with lower body extremity disabilities.

Shooting Facilities

If facilities provide fixed firing positions, at least 5 percent, but not less than one of each type of fixed firing position must be served by an accessible route. Fixed firing positions must have a 60-inch diameter space with slopes not steeper than 1:48 so a wheelchair user can turn around and have a level place from which to shoot.



PARALYZED VETERANS OF AMERICA



ACCESSIBLE ROUTE CONNECTING ACCESSIBLE LANES AND TEAM PLAYER AREAS

Types of different firing positions include positions with different admission prices, positions with or without weather covering or lighting, and positions that support different shooting events (e.g., muzzle loading rifle, small bore rifle, high power rifle, bull's eye pistol, action pistol, silhouette, trap, skeet, and archery).

Bowling Lanes

At least 5 percent, but not less than one, of each type of bowling lane must be accessible. Unlike other areas of sport activity, only those team or player seating areas that serve accessible lanes must be connected with an accessible route and comply with seating requirements. Spectator seating in bowling facilities is addressed in ADAAG and will require wheelchair spaces, companion seating, and designated aisle seats.

More Information

You can obtain copies of the recreation facility guidelines, which include sports facilities, and further technical assistance from the U.S. Access Board at **www.access-board.gov**, **1-800-872-2253**, or **1-800-993-2822 (TTY)**.



UNITED STATES ACCESS BOARD

amusement rides boating facilities fishing piers & platforms golf courses miniature golf sports facilities swimming pools & spas

accessible swimming pools & spas



a summary of
accessibility guidelines
for recreation facilities

JUNE 2003

A FEDERAL AGENCY COMMITTED TO ACCESSIBLE DESIGN

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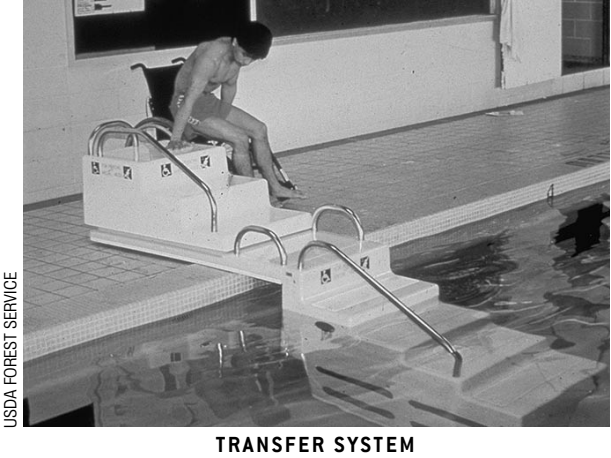
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This information has been developed and reviewed in accordance with the Access Board's information quality guidelines (www.access-board.gov/infoquality.htm).

Accessibility Guidelines for Recreation Facilities



Introduction

The Americans with Disabilities Act (ADA) is a comprehensive civil rights law that prohibits discrimination on the basis of disability. The ADA requires that newly constructed and altered state and local government facilities, places of public accommodation, and commercial facilities be readily accessible to, and usable by, individuals with disabilities. The

ADA Accessibility Guidelines (ADAAG) is the standard applied to buildings and facilities. Recreational facilities, including swimming pools, wading pools, and spas, are among the facilities required to comply with the ADA.

The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2002. The recreation facility guidelines are a supplement to ADAAG. As a supplement, they must be used in conjunction with ADAAG. References to ADAAG are mentioned throughout this summary. Copies of ADAAG and the recreation facility accessibility guidelines can be obtained through the Board's website at www.access-board.gov or by calling 1-800-872-2253 or 1-800-993-2822 (TTY).

Once these guidelines are adopted by the Department of Justice (DOJ), all newly designed, constructed and altered recreation facilities covered by the ADA will be required to comply.

The recreation facility guidelines cover the following facilities and elements:

- Amusement rides
- Boating facilities
- Fishing piers and platforms
- Miniature golf courses
- Golf courses
- Exercise equipment
- Bowling lanes
- Shooting facilities
- Swimming pools, wading pools, and spas

This guide is intended to help designers and operators in using the accessibility guidelines for swimming pools, wading pools, and spas. These guidelines establish minimum accessibility requirements for newly designed or newly constructed and altered swimming pools, wading pools, and spas. This guide is not a collection of swimming pool or spa designs. Rather, it provides specifications for elements within a swimming pool or spa to create a general level of usability for individuals with disabilities. Emphasis is placed on ensuring that

individuals with disabilities are generally able to access swimming pools and spas and use a variety of elements. Designers and operators are encouraged to exceed the guidelines where possible to provide increased accessibility and opportunities. Incorporating accessibility into the design of a swimming pool or spa should begin early in the planning process with careful consideration to the accessible routes and means of entry into the water.



The recreation facility guidelines were developed with significant public participation. In 1993, the Access Board established an advisory committee of 27 members to recommend accessibility guidelines for recreation facilities. The Recreation Access Advisory Committee represented the following groups and associations:

- American Ski Federation
- American Society for Testing and Materials (Public Playground Safety Committee)
- American Society of Landscape Architects
- Beneficial Designs
- City and County of San Francisco, California, Department of Public Works
- Disabled American Veterans
- Environmental Access
- Golf Course Superintendents Association of America
- Hawaii Disability and Communication Access Board
- International Association of Amusement Parks and Attractions
- Katherine McGuinness and Associates



- Lehman, Smith, and Wiseman Associates
- Michigan Department of Natural Resources
- National Council on Independent Living
- National Park Service
- National Recreation and Park Association
- New Jersey Department of Community Affairs
- Outdoor Amusement Business Association
- Paralyzed Veterans of America
- Professional Golfer's Association
- Self Help for Hard of Hearing People
- States Organization for Boating Access
- Universal Studios
- U.S. Army Corps of Engineers
- U.S. Forest Service
- Y.M.C.A. of the U.S.A.
- Walt Disney Imagineering

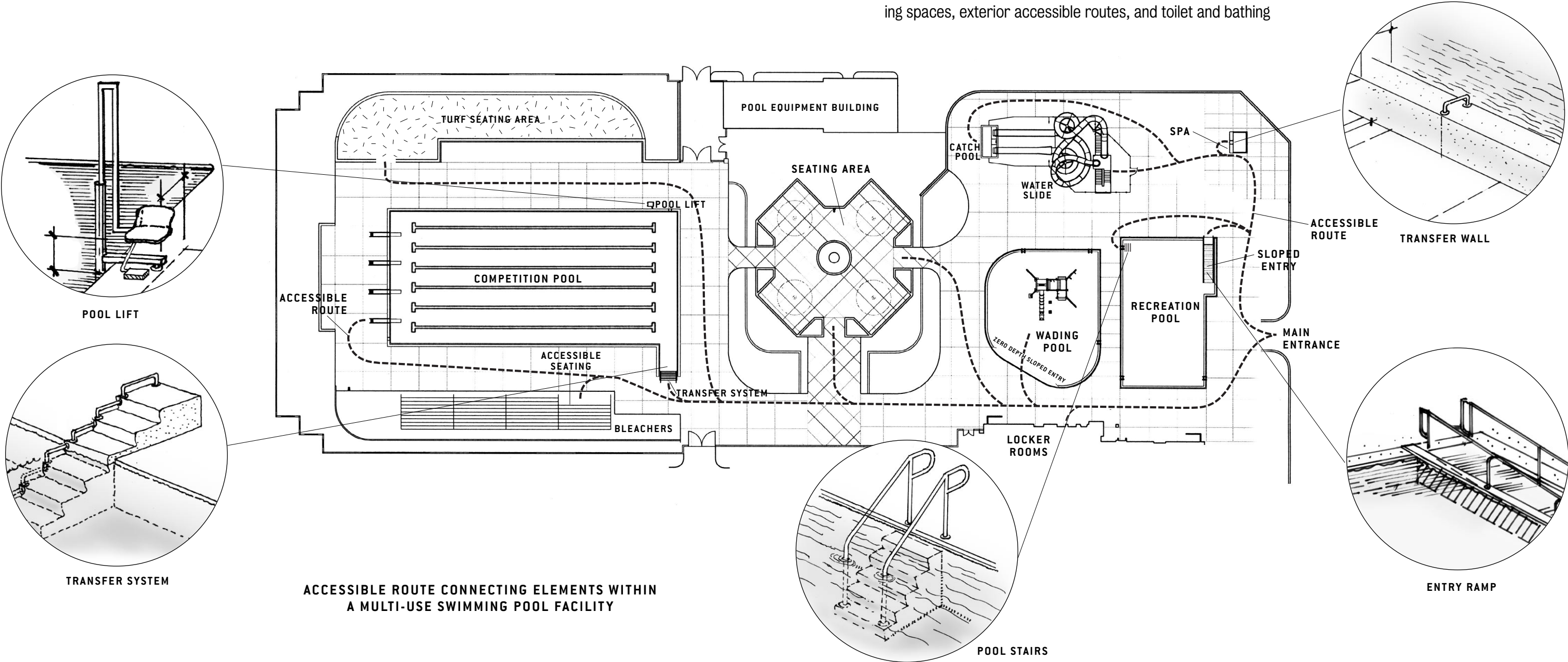
The public was given an opportunity to comment on the recommended accessibility guidelines, and the Access Board made changes to the recommended guidelines based on the public comments. A notice of proposed rulemaking (NPRM) was published in the Federal Register in July 1999, followed by a five-month public comment period. Further input from the public was sought in July 2000 when the Access Board published a draft final rule soliciting comment. A final rule was published in September 2002.

"Whenever a door is closed to anyone because of a disability, we must work to open it.... Whenever any barrier stands between you and the full rights and dignity of citizenship, we must work to remove it, in the name of simple decency and justice. The promise of the ADA...has enabled people with disabilities to enjoy much greater access to a wide range of affordable travel, recreational opportunities and life-enriching services."

President George W. Bush, New Freedom Initiative, February 1, 2001

Swimming Pools and Spas

The guidelines described in this guide focus on newly designed or newly constructed and altered swimming pools, wading pools, aquatic recreation facilities, and spas. Other provisions contained in ADAAG address elements commonly found at a swimming facility, such as accessible vehicle parking spaces, exterior accessible routes, and toilet and bathing



**ACCESSIBLE ROUTE CONNECTING ELEMENTS WITHIN
A MULTI-USE SWIMMING POOL FACILITY**

PERMITTED MEANS OF POOL ACCESS					
POOL TYPE	SLOPED ENTRY	LIFT	TRANSFER WALLS	TRANSFER SYSTEMS	STAIRS
Swimming (less than 300 linear feet of pool wall)	✓	✓			
Swimming (300 or more linear feet of pool wall) —two means of entry required	✓*	✓*	✓	✓	✓
Wave action, leisure river, and other pools where user entry is limited to one area	✓	✓		✓	
Wading pools	✓				
Spas		✓	✓	✓	

*Primary means must be by sloped entry or lift, secondary means can be any of the permitted types.

facilities. ADAAG addresses only the built environment (structures and grounds); the guidelines do not address operational issues. Questions regarding operational issues should be directed to the Department of Justice, 1-800-514-0301 or 1-800-514-0383 (TTY).

Accessible Routes

Accessible routes are continuous, unobstructed paths connecting all accessible elements and spaces of a building or facility. Accessible route requirements in ADAAG address width (minimum of 36 inches), passing space, head room, surface, slope (maximum of 1:12 or 8.33%), changes in level, doors, egress, and areas of rescue assistance, unless modified by specific provisions outlined in this guide. An accessible route is required to provide access to the swimming areas and all the supporting amenities. An accessible route is not required to serve raised diving boards, platforms, or water slides.

Types of Facilities and Required Means of Entry into the Water

Swimming Pools

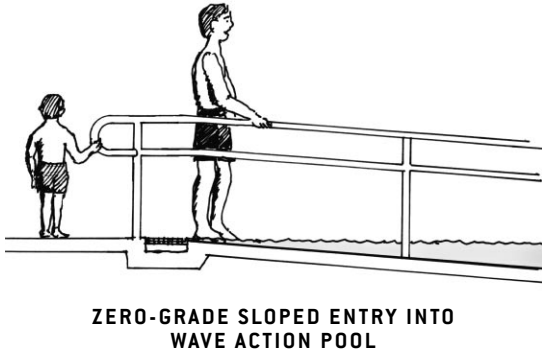
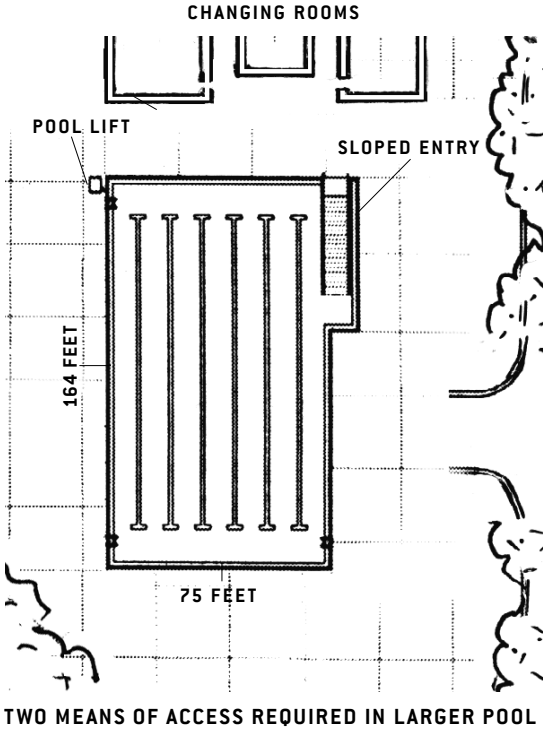
Large pools must have a minimum of two accessible means of entry. A large pool is defined as any pool with over 300 linear feet of pool wall. Pool walls at diving areas and in areas where swimmers cannot enter because of landscaping or adjacent structures are still counted as part of the pool’s total linear feet.

The primary means of entry must be either a sloped entry into the water or a pool lift that is capable of being independently operated by a person with a disability. The secondary means of entry could be a pool lift, sloped entry, transfer wall, transfer system, or pool stairs. It is recommended that where two means of entry are provided, they be different types and be situated on different pool walls.

Pools with less than 300 linear feet of pool wall are only required to provide one accessible means of entry, which must be either a pool lift or sloped entry.

Aquatic Recreation Facilities

Wave action pools, leisure rivers, sand bottom pools, and other pools where access to the water is limited to one area and where everyone gets in and out at the same place, must provide at least one accessible means of entry, no matter how many linear feet of pool wall is provided. The accessible





INDIVIDUAL ENTERING
A WAVE ACTION POOL

means of entry can be either a pool lift, sloped entry, or transfer system.

Catch Pools

A catch pool is a body of water where water slide flumes drop users into the water. An accessible means of entry or exit is not required into the catch pool. However, an accessible route must connect to the edge of the catch pool.

Wading Pools

A wading pool is a pool designed for shallow depth and is used for wading. Each wading pool must provide at least one sloped entry into the deepest part. Other forms of entry may be provided as long as a sloped entry is provided. The sloped entries for wading pools are not required to have handrails.

Spas

Spas must provide at least one accessible means of entry, which can be a pool lift, transfer wall, or transfer system. If spas are provided in a cluster, 5 percent of the total—or at least one spa—must be accessible. If there is more than one cluster, one spa or 5 percent per cluster must be accessible.

Footrests are not required on pool lifts provided at spas. However, footrests or retractable leg supports are encouraged, especially on lifts used in larger spas, where the water depth is 34 inches or more and there is sufficient space.



LIFT ON A SPA

Types of Accessible Means of Entry into the Water

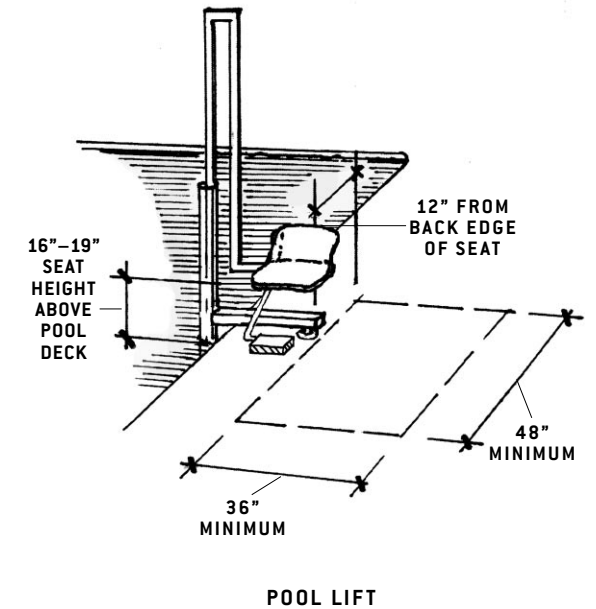
Pool Lifts

Pool lifts must be located where the water level is not deeper than 48 inches. This provides the opportunity for someone to provide assistance from a standing position in the water if desired. If multiple pool lift locations are provided, only one must be where the water is less than 48 inches. If the entire pool is deeper than 48 inches, an exception allows operators to use a pool lift in any location as an accessible means of entry.

Seats

There are a variety of seats available on pool lifts and these guidelines do not specify the type of material or the type of seat required. However, lift seats must be a minimum of 16 inches wide. In the raised (load) position, the centerline of the seat must be located over the deck, a minimum of 16 inches from the edge of the pool. The deck surface between the centerline of the seat and the pool edge cannot have a slope greater than 1:48.

Although not required, seats with backs will enable a larger number of persons with disabilities to use the lift independently. Pool lift seats made of materials that resist corrosion, that provide a firm base, and that are padded are more usable. Headrests, seat belts, and additional leg support may also enhance accessibility and accommodate a wider variety of people with disabilities.





INDIVIDUAL USING A POOL LIFT

Clear Deck Space

Clear deck space must be provided to enable a person to get close enough to the pool lift seat to easily transfer from a wheelchair or mobility device. This clear deck space will ensure an unobstructed area for transfers between a mobility device and the seat. The clear deck space must be a minimum of 36 inches wide and extend forward a minimum of 48 inches from a line located 12 inches behind the rear edge of the seat. This space must be located on the side of the seat opposite the water. The slope of the clear deck space must not be greater than 1:48 (2%). This virtually flat area will make the transfer easier and safer, while still allowing water to drain away from the deck.

Seat Height

The lift must be designed so that the seat will make a stop between a minimum of 16 inches and maximum of 19 inches (measured from the deck to the top of the seat surface, when the seat is in the raised position). Lifts can provide additional stops at various heights to accommodate users of all ages and abilities.

Footrests and Armrests

Footrests and armrests provide stability for the person using the pool lift. Footrests must be provided on pool lifts, and must move together with the seat. Padding on footrests—large enough to support the whole foot—reduces the chance of injury.

Armrests are not required, however if provided, the armrest opposite the water must be removable or be able to fold clear of the seat when the seat is in the raised (load) position. This clearance is needed for people transferring between the lift and a mobility device.

Operation

Lifts must be designed and placed so that people can use them without assistance, although assistance can be provided if needed. A person must be able to call the lift when it is in either the deck or water position. It is especially important for someone who is swimming alone to be able to call the lift so she or he won't be stranded in the water for an extended period of time.

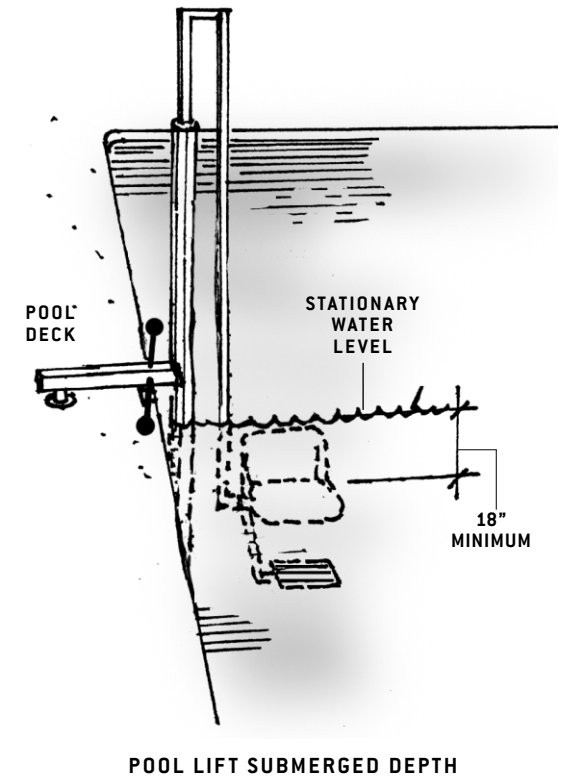
The controls and operating mechanisms must be unobstructed when a lift is in use. A person must be able to use the lift with one hand, and the operating controls must not require tight grasping, pinching, or twisting of the wrist. Controls may not require more than five pounds of pressure to operate.

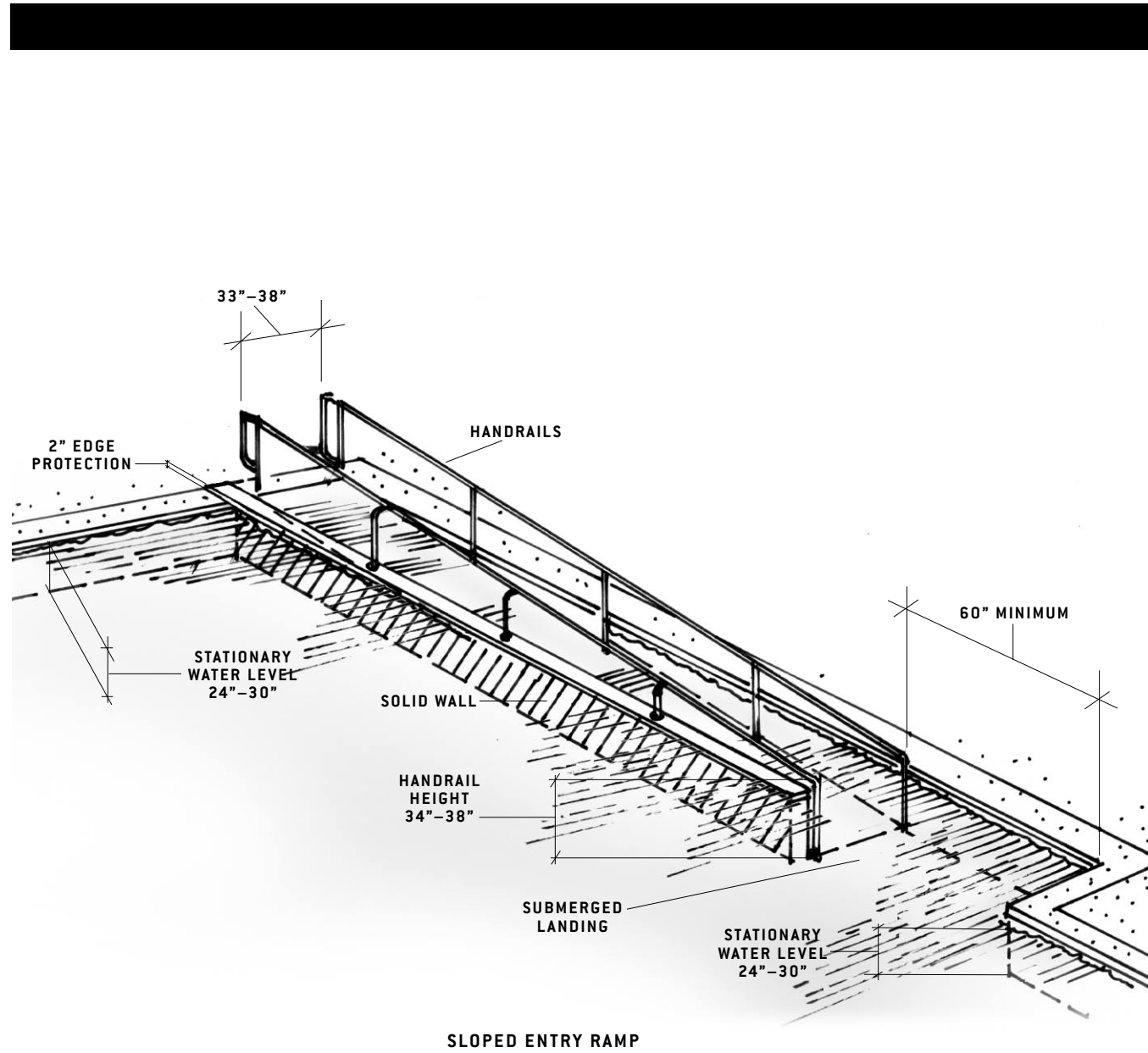
Submerged Depth

Lifts must be designed so that the seat will submerge to a minimum of 18 inches below the stationary water level. This will ensure buoyancy for the person on the lift and make it easier to enter or exit.

Lifting Capacity

Lifts must have the capability of supporting a minimum weight of 300 pounds and be capable of sustaining a static load that

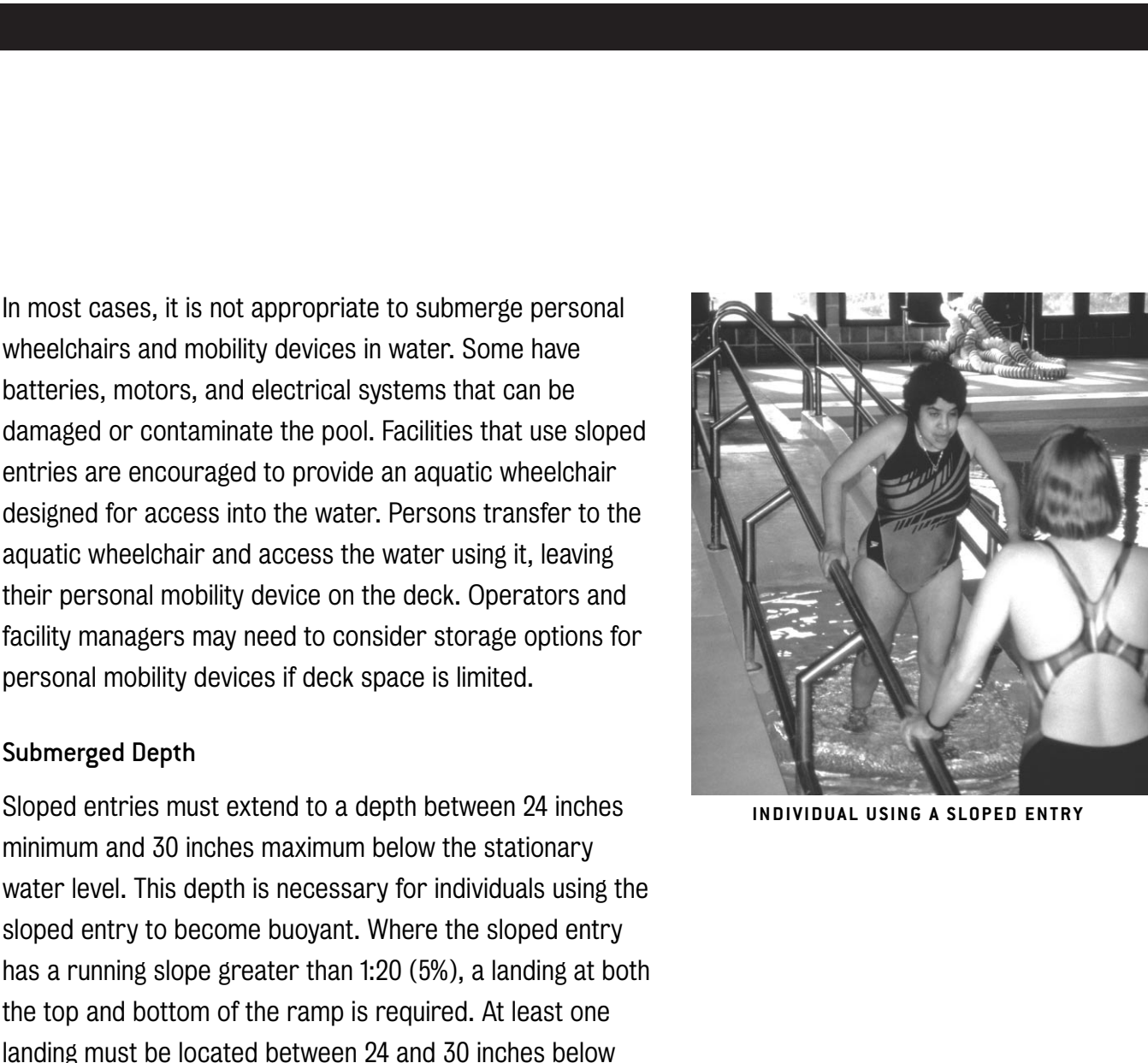




is at least 1.5 times the rated load. Where possible, lifts that can support a greater weight capacity are encouraged.

Sloped Entries

Sloped entries must comply with ADAAG accessible route provisions (36 inch minimum width, maximum 1:12 or 8.33% slope), except that the surface does not need to be slip resistant. The slope may be designed as zero grade beach or ramp access. With either design, the maximum slope permitted is 1:12 (8.33%).



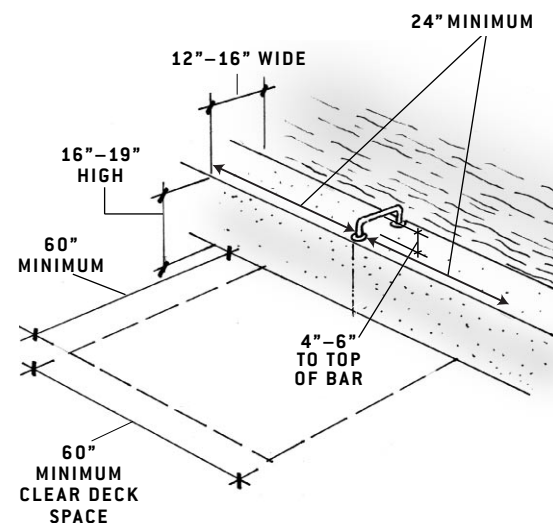
In most cases, it is not appropriate to submerge personal wheelchairs and mobility devices in water. Some have batteries, motors, and electrical systems that can be damaged or contaminate the pool. Facilities that use sloped entries are encouraged to provide an aquatic wheelchair designed for access into the water. Persons transfer to the aquatic wheelchair and access the water using it, leaving their personal mobility device on the deck. Operators and facility managers may need to consider storage options for personal mobility devices if deck space is limited.

Submerged Depth

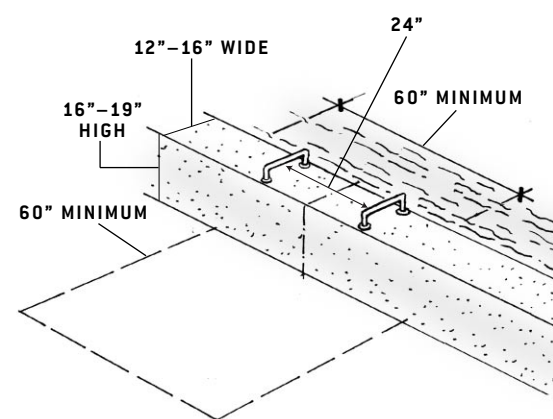
Sloped entries must extend to a depth between 24 inches minimum and 30 inches maximum below the stationary water level. This depth is necessary for individuals using the sloped entry to become buoyant. Where the sloped entry has a running slope greater than 1:20 (5%), a landing at both the top and bottom of the ramp is required. At least one landing must be located between 24 and 30 inches below the stationary water level. Landings must be a minimum of 36 inches in width and 60 inches in length. The sloped entry may be a maximum of 30 feet at 1:12 (8.33%) slope before an intermediate landing is required. Adding a solid wall on the side closest to the water can enhance safety.

Handrails

Sloped entries must have handrails on both sides regardless of the slope. Handrail extensions are required at the top landing but not at the bottom. The clear width between



TRANSFER WALL WITH ONE GRAB BAR



TRANSFER WALL WITH TWO GRAB BARS

handrails must be between 33 and 38 inches. The handrail height must be between 34 and 38 inches to the top of the gripping surface. This provision does not require the handrails to be below the stationary water level, which could be considered an underwater obstruction. No minimum width is required between handrails provided on sloped entries that serve wave action pools, leisure rivers, sand bottom pools, and other pools where people can enter only in one place. Handrails are required to comply with ADAAG provisions (diameter, non-rotating, and height).

Transfer Walls

A transfer wall is a wall along an accessible route that allows a person to leave a mobility device and transfer onto the wall and then into a pool or spa.

Grab Bars

Transfer walls must have at least one grab bar. Grab bars must be perpendicular to the pool wall and extend the full width of the wall so a person can use them for support into the water. The top of the gripping surface must be 4 to 6 inches above the wall to provide leverage to the person using the bars. If only one bar is provided, the clearance must be a minimum of 24 inches on each side of the bar. If two bars are provided, the clearance must be a minimum of 24 inches between the bars. The diameter of the grab bars must comply with ADAAG (diameter between 1.25 and 1.5 inches, not abrasive, and non-rotating).

Clear Deck Space

Clear deck space of 60 by 60 inches minimum, with a slope of not more than 1:48, must be provided at the base of a transfer wall. This will allow persons using a wheelchair to turn around and access the wall, depending on the side they can best use to transfer. If there is one grab bar on a transfer wall, the clear deck space must be centered on the one grab bar. That allows enough space for a transfer on either side of the bar. If two bars are provided, the clear deck space must be centered on the 24-inch clearance between the two bars.

Height

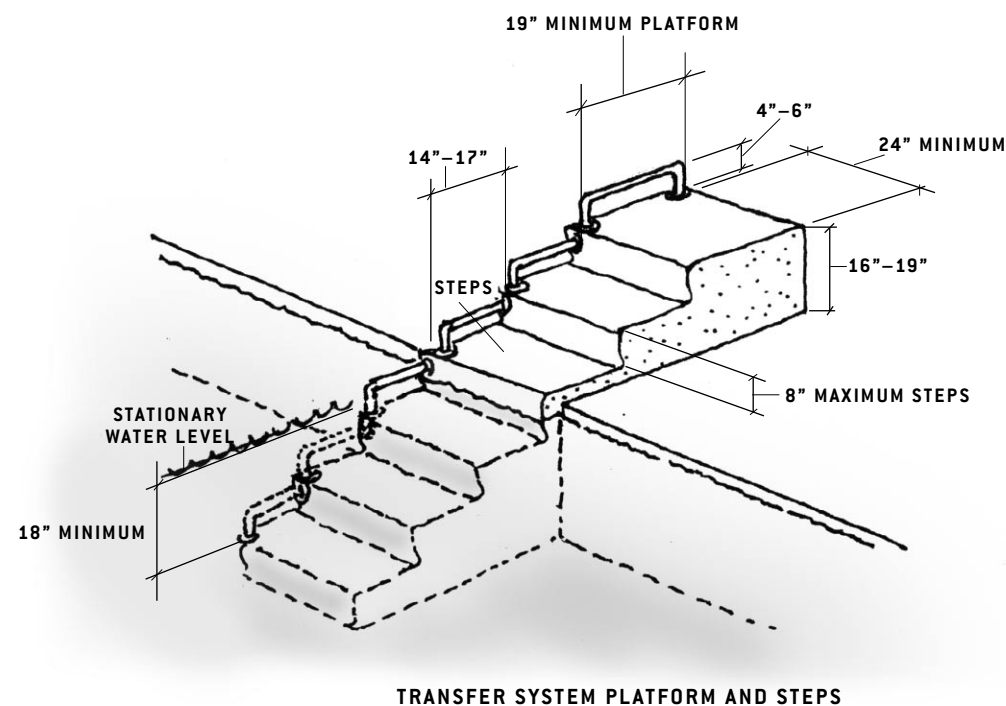
The transfer wall height must be 16 inches minimum to 19 inches maximum, measured from the deck.

Width and Length

Transfer walls must be a minimum of 12 inches wide to a maximum of 16 inches wide. This provides enough space for a person to sit comfortably on the surface of the wall and pivot to access the water. The wall must be a minimum of 60 inches long and must be centered on the clear deck space. Additional length will provide increased space and options for transferring.

Surface

Since people using transfer walls are in bathing suits, their skin may be in contact with the wall. To prevent injuries, the wall surface must have rounded edges and not be sharp.



Transfer Systems

A transfer system consists of a transfer platform and a series of transfer steps that descend into the water. Users need to transfer from their wheelchair or mobility device to the transfer platform and continue transferring into the water, step by step, bumping their way in or out of the pool.

Transfer Platform

Each transfer system must have a platform on the deck surface so users can maneuver on and off the system from their mobility device or wheelchair. Platforms must be a minimum of 19 inches deep by 24 inches wide. That provides

enough room for a person transferring to maintain balance and provides enough space to maneuver on top of it.

Platform Height

Transfer platforms must be between 16 and 19 inches high, measured from the deck.

Clear Deck Space

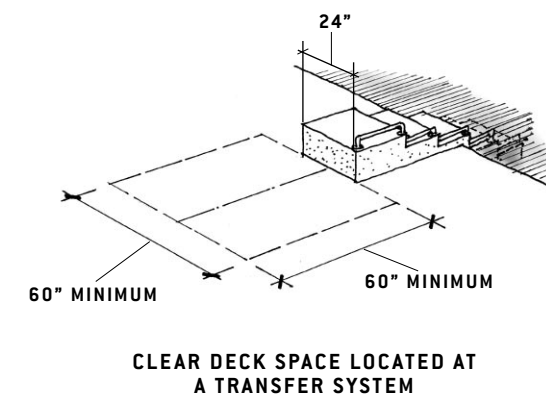
The base of the transfer platform must have a clear deck space adjacent to it that is 60 by 60 inches minimum, with a slope not steeper than 1:48 so a person using a wheelchair can turn around and maneuver into transfer position. The space must be centered along the 24-inch minimum unobstructed side of the transfer platform. A level, unobstructed space will help a person transferring from a mobility device.

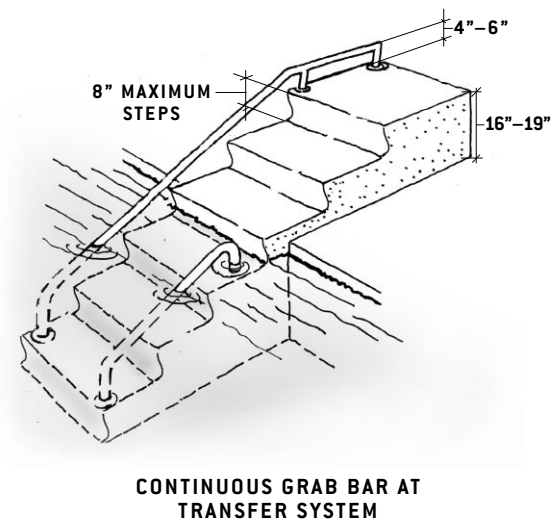
Transfer Steps

The maximum height of transfer steps is 8 inches, although shorter heights are recommended. Each transfer step must have a tread depth of 14 inches minimum to 17 inches maximum and a minimum tread width of 24 inches. The steps must extend into the water a minimum of 18 inches below the stationary water level.

Surface

The surface of the transfer platform and steps must not be sharp and must have rounded edges to prevent injuries.





Grab Bars

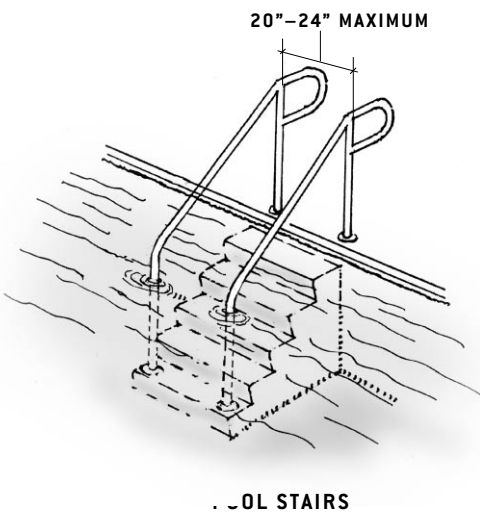
A grab bar must be provided on at least one side of each step and on the transfer platform (shown on page 16), or as a continuous grab bar serving each step and the platform (shown at left). The bar must not obstruct transfer onto the platform. If a grab bar is provided on each step, the top of the gripping surface must be 4 inches minimum to 6 inches maximum above each step. If a continuous bar is provided, the top of the gripping surface must be 4 inches minimum to 6 inches maximum above each step nosing. Grab bars on transfer systems must comply with ADAAG (diameter between 1.25 and 1.5 inches, not abrasive, and non-rotating).

Accessible Pool Stairs

Accessible pool stairs are designed to provide assistance with balance and support from a standing position when moving from the pool deck into the water and out. ADAAG provisions for stairs include the requirement that all steps have uniform riser heights and uniform tread widths of not less than 11 inches, measured from riser to riser. Additionally, open risers are not permitted. Other stairs or steps provided in the pool are not required to meet these guidelines.

Handrails

Pool stairs must have handrails with a minimum width between the rails of 20 inches and a maximum of 24 inches. The 20- to 24-inch width for the accessible pool stairs is intended to provide support for individuals with disabilities



who are ambulatory. Handrail extensions are required on the top landing of the stairs but are not required at the bottom landing. Handrails on pool stairs must comply with ADAAG provisions. The top of the handrail gripping surface must be a minimum of 34 inches and a maximum of 38 inches above the stair nosing. If handrails are mounted on walls, the clear space between the handrail and wall must be 1.5 inches.

Water Play Components

If water play components are provided, they must comply with the Access Board's Play Area Guidelines and accessible route provisions.

If the surface of the accessible route, clear floor or ground spaces, and turning spaces that connect play components are submerged, the accessible route does not have to comply with the requirements for cross slope, running slope, and surface conditions.

Transfer systems may be used instead of ramps to connect elevated water play components.

Other Accessible Elements

If swimming pools are part of a multi-use facility, designers and operators must also comply with ADAAG and all applicable requirements for recreation facilities. These include, but are not limited to:

- Dressing, fitting, and locker rooms



WATER PLAY STRUCTURE

AQUATIC DESIGN GROUP



INDIVIDUAL USING A POOL LIFT

- Exercise equipment and machines
- Areas of sports activities (court sports, sports fields, etc.)
- Play areas
- Saunas and steam rooms

More Information

You can obtain copies of the recreation facility guidelines, which include swimming pools, wading pools, and spas, and further technical assistance from the U.S. Access Board at **www.access-board.gov**, **1-800-872-2253**, or **1-800-993-2822 (TTY)**.



Americans with Disabilities Act

ADA Update: A Primer for Small Business

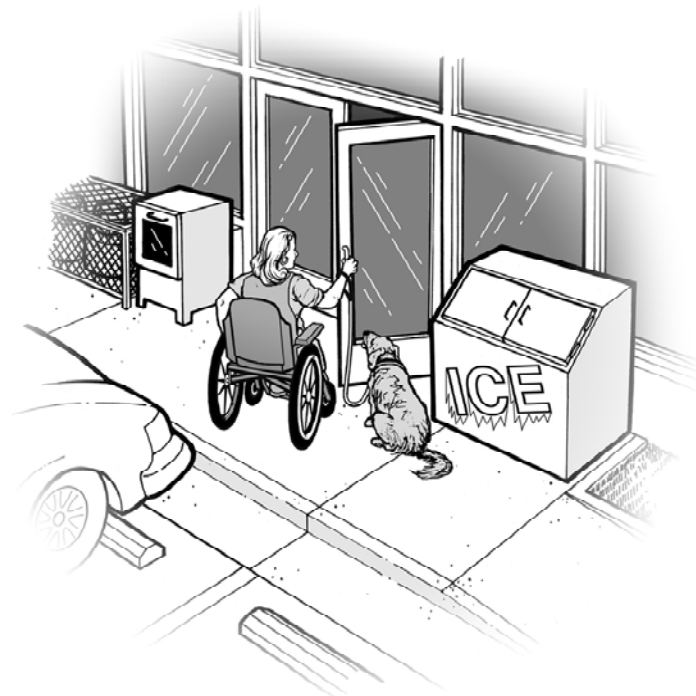


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The Department of Justice has revised its regulations implementing the Americans with Disabilities Act (ADA). This rule takes effect on March 15, 2011, clarifies issues that have arisen over the past 20 years, and contains new requirements, including the 2010 Standards for Accessible Design (2010 Standards). This document provides guidance to assist small business owners in understanding how this new regulation applies to them.

New Customers

More than 50 million Americans—18% of our population—have disabilities, and each is a potential customer. People with disabilities are living more independently and participating more actively in their communities. They and their families want to patronize businesses that welcome customers with disabilities. In addition, approximately 71.5 million baby boomers will be over age 65 by the year 2030 and will be demanding products, services, and environments that meet their age-related physical needs. Studies show that once people with disabilities find a business where they can shop or get services in an accessible manner, they become repeat customers.

People with disabilities have too often been excluded from everyday activities: shopping at a corner store, going to a neighborhood restaurant or movie with family and friends, or using the swimming pool at a hotel on the family vacation. The ADA is a Federal civil rights law that prohibits discrimination against people with disabilities and opens doors for full participation in all aspects of everyday life. This publication provides general guidance to help business owners understand how to comply with the Department's revised ADA regulations and the 2010 Standards, its design standards for accessible buildings. The ADA applies to both the built environment and to policies and procedures that affect how a business provides goods and services to its customers. Using this guidance, a small business owner or manager can ensure that it will not unintentionally exclude people with disabilities and will know when it needs to remove barriers in its existing facilities. If you are planning to build a new facility or alter an existing one, please see page 17 for specific guidance on these types of projects. Businesses should consult the revised ADA regulations (www.ada.gov/regs2010/ADAregs2010.htm) and the 2010 Standards (www.ada.gov/2010ADASTandards_index.htm) for more comprehensive information about specific requirements.

Who is Covered by the ADA?

Businesses that provide goods or services to the public are called “public accommodations” in the ADA. The ADA establishes requirements for 12 categories of public accommodations, which include stores, restaurants, bars, service establishments, theaters, hotels, recreational facilities, private museums and schools, doctors' and dentists' offices, shopping malls, and other businesses. Nearly all types of businesses that serve the public are included in the 12 categories, regardless of the size of the business or the age of their buildings. Businesses covered by the ADA are required to modify their business policies and procedures when necessary to serve customers with disabilities and take steps to communicate effectively with customers with disabilities. The ADA also requires businesses to remove architectural barriers in existing buildings and make sure that newly built or altered facilities are constructed to be accessible to individuals with disabilities. “Grandfather provisions” often found in local building codes do not exempt businesses from their obligations under the ADA.

Commercial facilities, such as office buildings, factories, warehouses, or other facilities that do not provide goods or services directly to the public are only subject to the ADA's requirements for new construction and alterations.

Compliance Dates

Businesses need to know two important deadlines for compliance. Starting March 15, 2011, businesses must comply with the ADA's general nondiscrimination requirements, including provisions related to policies and procedures and effective communication. The deadline for complying with the 2010 Standards, which detail the technical rules for building accessibility, is March 15, 2012. This delay in implementation was provided to allow businesses sufficient time to plan for implementing the new requirements for facilities. In addition, hotels, motels, and inns have until March 15, 2012, to update their reservation policies and systems to make them fully accessible to people with disabilities.

Compliance Dates	
March 15, 2011	General Non-Discrimination Requirements
March 15, 2012	Hotel Reservation Policies
March 15, 2012	2010 Standards

For additional details, see *ADA 2010 Revised Requirements: Effective Date/ Compliance Date* at www.ada.gov/revised_effective_dates-2010.htm.

GENERAL NONDISCRIMINATION REQUIREMENTS

Policies and Procedures

Your business, like all others, has formal and informal policies, practices, and procedures that keep it running smoothly. However, sometimes your policies or procedures can inadvertently make it difficult or impossible for a customer with a disability to access your goods and services. That is why the ADA requires businesses to make “reasonable modifications” to their usual ways of doing things when serving people with disabilities. Most modifications involve only minor adjustments in policies. For example, a day care center that has two scheduled snack times must modify this policy to allow a child with diabetes to bring food for an extra snack if necessary. A clothing store must modify a policy of permitting only one person at a time in a dressing room for a person with a disability who is shopping with a companion and needs the companion’s assistance to try on clothes. Anything that would result in a “fundamental alteration” —a change in the essential nature of your business—is not required. For example, a clothing store is not required to provide dressing assistance for a customer with a disability if this is not a service provided to other customers.



Allowing a second person in a dressing room is one way to modify policies.

Customers with disabilities may need different types of assistance to access your goods and services. For example, a grocery store clerk is expected to assist a customer using a mobility device by retrieving merchandise from high shelves. A person who is blind may need assistance maneuvering through a store’s aisles. A customer with an intellectual disability may need assistance in reading product labels and instructions. Usually the customer will tell you up front if he or she needs assistance, although some customers may wait to be asked “may I help you?” When only one staff person is on duty, it may or may not be possible for him or her to assist a customer with a disability. The business owner or manager should advise the staff person to assess whether he or she can provide the assistance that is needed without jeopardizing the safe operation of the business.



Retrieving out of reach items and describing items for sale are ways to provide assistance to customers with disabilities.

Service Animals

Often businesses such as stores, restaurants, hotels, or theaters have policies that can exclude people with disabilities. For example, a “no pets” policy may result in staff excluding people with disabilities who use dogs as service animals. A clear policy permitting service animals can help ensure that staff are aware of their obligation to allow access to customers using service animals. Under the ADA’s revised regulations, the definition of “service animal” is limited to a dog that is individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person’s disability. For example, many people who are blind or have low vision use dogs to guide and assist them with orientation. Many individuals who are deaf use dogs to alert them to sounds. People with mobility disabilities often use dogs to pull their wheelchairs or retrieve items. People with epilepsy may use a dog to warn them of an imminent seizure, and individuals with psychiatric disabilities may use a dog to remind them to take medication. Service members returning from war with new disabilities are increasingly using service animals to assist them with activities of daily living as they reenter civilian life. Under the ADA, “comfort,” “therapy,” or “emotional support” animals do not meet the definition of a service animal.



Service animals provide many types of assistance for people with disabilities.

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents him from using these devices. Individuals who cannot use such devices must maintain control of the animal through voice, signal, or other effective controls. Businesses may exclude service animals only if 1) the dog is out of control and the handler cannot or does not regain control; or 2) the dog is not housebroken. If a service animal is excluded, the individual must be allowed to enter the business without the service animal.

In situations where it is not apparent that the dog is a service animal, a business may ask only two questions: 1) is the animal required because of a disability and 2) what work or task has the animal been trained to perform? No other inquiries about an individual's disability or the dog are permitted. Businesses cannot require proof of certification or medical documentation as a condition for entry

Wheelchairs and Other Power-Driven Mobility Devices

People with mobility, circulatory, or respiratory disabilities use a variety of devices for mobility. Some use walkers, canes, crutches, or braces while others use manually-operated or power wheelchairs, all of which are primarily designed for use by people with disabilities. Businesses must allow people with disabilities to use these devices in all areas where customers are allowed to go.



Devices categorized as wheelchairs must be permitted.

Advances in technology have given rise to new power-driven devices that are not necessarily designed for people with disabilities, but are being used by some people with disabilities for mobility. The term “other power-driven mobility devices” is used in the revised ADA regulations to refer to any mobility device powered by batteries, fuel, or other engines, whether or not they are designed primarily for use by individuals with mobility disabilities for the purpose of locomotion. Such devices include Segways®, golf cars, and other devices designed to operate in non-pedestrian areas. Public accommodations must allow individuals who use these devices to enter their premises unless the business can demonstrate that the particular type of device cannot be accommodated because of legitimate safety requirements. Such safety requirements must be based on actual risks, not on speculation or stereotypes about a particular class of devices or how they will be operated by individuals using them.

Businesses must consider these factors in determining whether reasonable modifications can be made to admit other power-driven mobility devices to their premises:

- The type, size, weight, dimensions, and speed of the device;
- The business's volume of pedestrian traffic (which may vary at different times of the day, week, month, or year);
- The business's design and operational characteristics, such as its square footage, whether it is indoors or outdoors, its placement of stationary equipment or devices or furniture, and whether it has storage space for the device if requested by the customer;
- Whether legitimate safety standards can be established to permit the safe operation of the device; and
- Whether the use of the device creates a substantial risk of serious harm to the environment or natural or cultural resources or poses a conflict with Federal land management laws and regulations.

Using these assessment factors, a business may decide that it can allow devices like Segways® in its facilities, but cannot allow the use of golf cars in the same facility. It is likely that many businesses will allow the use of Segways® generally, although some may decide to exclude them during their busiest hours or on particular shopping days when pedestrian traffic is particularly dense. Businesses are encouraged to develop written policies specifying when other power-driven mobility devices will be permitted on their premises and to communicate those policies to the public.

Businesses may ask individuals using an other power-driven mobility device for a credible assurance that the device is required because of a disability. An assurance may include, but does not require, a valid State disability parking placard or other Federal or State-issued proof of disability. A verbal assurance from the individual with a disability that is not contradicted by your observation is also considered a credible assurance. It is not permissible to ask individuals about their disabilities.

Communicating with Customers

Communicating successfully with customers is an essential part of doing business. When dealing with customers who are blind or have low vision, those who are deaf or hard of hearing, or those who have speech disabilities, many business owners and employees are not sure what to do. The ADA requires businesses to take steps necessary to communicate effectively with customers with vision, hearing, and speech disabilities.

Because the nature of communications differs from business to business, the rules allow for flexibility in determining effective communication solutions. What is required to communicate effectively when discussing a mortgage application at a bank or buying an automobile at a car dealership will likely be very different from what is required to communicate effectively in a convenience store. The goal is to find practical solutions for communicating effectively with your customers. For example, if a person who is deaf is looking for a particular book at a bookstore, exchanging written notes with a sales clerk may be effective. Similarly, if that person is going to his or her doctor's office for a flu shot, exchanging written notes would most likely be effective. However, if the visit's purpose is to discuss cancer treatment options, effective communication

would likely require a sign language or oral interpreter because of the nature, length, and complexity of the conversation. Providing an interpreter guarantees that both parties will understand what is being said. The revised regulations permit the use of new technologies including video remote interpreting (VRI), a service that allows businesses that have video conference equipment to access an interpreter at another location.



Exchange of written notes may be appropriate for casual interactions.

It is a business's responsibility to provide a sign language, oral interpreter, or VRI service unless doing so in a particular situation would result in an undue burden, which means significant difficulty or expense. A business's overall resources determine (rather than a comparison to the fees paid by the customer needing the interpreter) what constitutes an undue burden. If a specific communications method would be an undue burden, a business must provide an effective alternative if there is one.



Complex transactions will likely require more formal means of communication, such as a sign language interpreter.

Many individuals who are deaf or have other hearing or speech disabilities use either a text telephone (TTY) or text messaging instead of a standard telephone. The ADA established a free telephone relay network to enable these individuals to communicate with businesses and

vice versa. When a person who uses such a device calls the relay service by dialing 7-1-1, a communications assistant calls the business and voices the caller's typed message and then types the business's response to the caller. Staff who answer the telephone must accept and treat relay calls just like other calls. The communications assistant will explain how the system works if necessary.



Businesses must answer calls placed through the telephone relay service.

The rules are also flexible for communicating effectively with customers who are blind or have low vision. For example, a restaurant can put its menu on an audio cassette or a waiter can read it to a patron. A sales clerk can find items and read their labels. In more complex transactions where a significant amount of printed information is involved, providing alternate formats will be necessary, unless doing so is an undue burden. For example, when a client who is blind visits his real estate agent to negotiate the sale of a house, all relevant documents should be provided in a format he can use, such as on a computer disk or audio cassette. It may be effective to e-mail an electronic version of the documents so the client can use his or her screen-reading technology to read them before making a decision or signing a contract. In this situation, since complex financial information is involved, simply reading the documents to the client will most likely not be effective. Usually a customer will tell you which format he or she needs. If not, it is appropriate to ask.



Reading a menu to a customer who is blind is one way to provide effective communication.

MAKING THE BUILT ENVIRONMENT ACCESSIBLE

People with disabilities continue to face architectural barriers that limit or make it impossible to access the goods or services offered by businesses. Examples include a parking space with no access aisle to allow deployment of a van's wheelchair lift, steps at a facility's entrance or within its serving or selling space, aisles too narrow to accommodate mobility devices, counters that are too high, or restrooms that are simply too small to use with a mobility device.

The ADA strikes a careful balance between increasing access for people with disabilities and recognizing the financial constraints many small businesses face. Its flexible requirements allow businesses confronted with limited financial resources to improve accessibility without excessive expense.

The ADA's regulations and the ADA Standards for Accessible Design, originally published in 1991, set the standard for what makes a facility accessible. While the updated 2010 Standards retain many of the original provisions in the 1991 Standards, they do contain some significant differences. These standards are the key for determining if a small business's facilities are accessible under the ADA. However, they are used differently depending on whether a small business is altering an existing building, building a brand new facility, or removing architectural barriers that have existed for years.

Existing Facilities

Element-by-Element Safe Harbor

If your business facility was built or altered in the past 20 years in compliance with the 1991 Standards, or you removed barriers to specific elements in compliance with those Standards, you do not have to make further modifications to those elements—even if the new standards have different requirements for them—to comply with the 2010 Standards. This provision is applied on an element-by-element basis and is referred to as the “safe harbor.” The following examples illustrate how the safe harbor applies:

The 2010 Standards lower the mounting height for light switches and thermostats from 54 inches to 48 inches. If your light switches are already installed at 54 inches in compliance with the 1991 Standards, you are not required to lower them to 48 inches.

The 1991 Standards require one van accessible space for every eight accessible spaces. The 2010 Standards require one van accessible space for every six accessible spaces. If you have complied with the 1991 Standards, you are not required to add additional van accessible spaces to meet the 2010 Standards.

The 2010 Standards contain new requirements for the input, numeric, and function keys (e.g. “enter,” “clear,” and “correct”) on automatic teller machine (ATM) keypads. If an existing ATM complies with the 1991 Standards, no further modifications are required to the keypad.

If a business chooses to alter elements that were in compliance with the 1991 Standards, the safe harbor no longer applies to those elements. For example, if you restripe your parking lot, which is considered an alteration, you will now have to meet the ratio of van accessible spaces

in the 2010 Standards. Similarly, if you relocate a fixed ATM, which is considered an alteration, you will now have to meet the keypad requirements in the 2010 Standards. The ADA's definition of an alteration is discussed later in this publication.

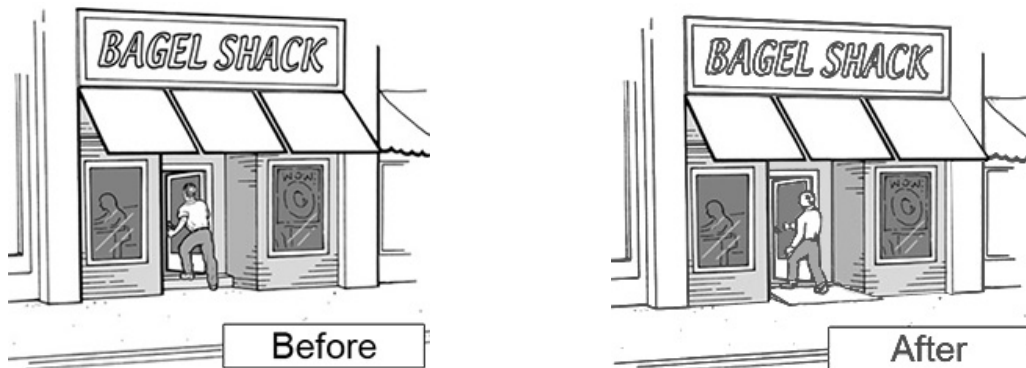
The revised ADA rules and the 2010 Standards contain new requirements for elements in existing facilities that were not addressed in the original 1991 Standards. These include recreation facilities such as swimming pools, play areas, exercise machines, miniature golf facilities, and bowling alleys. Because these elements were not included in the 1991 Standards, they are not subject to the safe harbor. Therefore, on or after March 15, 2012, public accommodations must remove architectural barriers to elements subject to the new requirements in the 2010 Standards when it is readily achievable to do so. For example, a hotel must determine whether it is readily achievable to make its swimming pool accessible to people with mobility disabilities by installing a lift or a ramp as specified in the 2010 Standards.

New Requirements in the 2010 Standards Not Subject to the Safe Harbor	
<ul style="list-style-type: none"> • Amusement rides • Recreational boating facilities • Exercise machines and equipment • Fishing piers and platforms • Golf facilities • Miniature golf facilities • Play areas • Saunas and steam rooms 	<ul style="list-style-type: none"> • Swimming pools, wading pools, and spas • Shooting facilities with firing positions • Residential facilities and dwelling units • Miscellaneous <ul style="list-style-type: none"> – Team or player seating – Accessible route to bowling lanes – Accessible route in court sports facilities

Readily Achievable Barrier Removal

The ADA requires that small businesses remove architectural barriers in existing facilities when it is “readily achievable” to do so. Readily achievable means “easily accomplishable without much difficulty or expense.” This requirement is based on the size and resources of a business. So, businesses with more resources are expected to remove more barriers than businesses with fewer resources.

Readily achievable barrier removal may include providing an accessible route from a parking lot to the business's entrance, installing an entrance ramp, widening a doorway, installing accessible door hardware, repositioning shelves, or moving tables, chairs, display racks, vending machines, or other furniture. When removing barriers, businesses are required to comply with the Standards to the extent possible. For example, where there is not enough space to install a ramp with a slope that complies with the Standards, a business may install a ramp with a slightly steeper slope. However, any deviation from the Standards must not pose a significant safety risk.



Removing barriers, such as a step to an entrance, is required when readily achievable.

Determining what is readily achievable will vary from business to business and sometimes from one year to the next. Changing economic conditions can be taken into consideration in determining what is readily achievable. Economic downturns may force many public accommodations to postpone removing some barriers. The barrier removal obligation is a continuing one and it is expected that a business will move forward with its barrier removal efforts when it rebounds from such downturns. For example, if a restaurant identified barriers under the 1991 Standards but did not remove them because it could not afford the cost, the restaurant has a continuing obligation to remove these barriers when it has the financial resources to do so.

Barrier Removal Before March 15, 2012

Businesses removing barriers before March 15, 2012, have the choice of using either the 1991 Standards or the 2010 Standards. You must use only one standard for removing barriers in an entire facility. For example, you cannot choose the 1991 Standards for accessible routes and the 2010 Standards for restrooms. (See, *ADA 2010 Revised Requirements: Effective Date/ Compliance Date* at www.ada.gov/revised_effective_dates-2010.htm). Remember that if an element complies with the 1991 Standards, a business is not required to make any changes to that element until such time as the business decides to alter that element.

Compliance Dates and Applicable Standards for Readily Achievable Barrier Removal, New Construction, and Alterations	
Compliance Date	Applicable Standard
Until March 15, 2012	1991 Standards or 2010 Standards
On or After March 15, 2012	2010 Standards

Priorities for Barrier Removal

Understanding how customers arrive at and move through your business will go a long way in identifying existing barriers and setting priorities for their removal. Do people arrive on foot, by car, or by public transportation? Do you provide parking? How do customers enter and move about your business? The ADA regulations recommend the following priorities for barrier removal:

- Providing access to your business from public sidewalks, parking areas, and public transportation;
- Providing access to the goods and services your business offers;
- Providing access to public restrooms; and
- Removing barriers to other amenities offered to the public, such as drinking fountains.

Businesses should not wait until March 15, 2012 to identify existing barriers, but should begin now to evaluate their facilities and develop priorities for removing barriers. Businesses are also encouraged to consult with people with disabilities in their communities to identify barriers and establish priorities for removing them. A thorough evaluation and barrier removal plan, developed in consultation with the disability community, can save time and resources.

In some instances, especially in older buildings, it may not be readily achievable to remove some architectural barriers. For example, a restaurant with several steps leading to its entrance may determine that it cannot afford to install a ramp or a lift. In this situation, the restaurant must provide its services in another way if that is readily achievable, such as providing takeout service. Businesses should train staff on these alternatives and publicize them so customers with disabilities will know of their availability and how to access them.



When barrier removal is not possible, alternatives such as curbside service should be provided.

Parking

If your business provides parking for the public, but there are no accessible spaces, you will lose potential customers. You must provide accessible parking spaces for cars and vans if it is readily achievable to do so. The chart below indicates the number of accessible spaces required by the 2010 Standards. One of every six spaces must be van accessible.

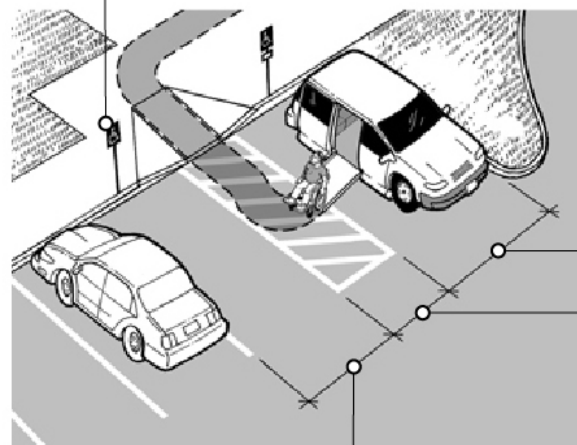
Total Number of Parking Spaces Provided in Parking Facility	Minimum Number of Required Accessible Parking Spaces
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4
101 to 150	5
151 to 200	6
201 to 300	7
301 to 400	8
401 to 500	9
501 to 1000	2 percent of total
1001 and over	20, plus 1 for each 100, or fraction thereof, over 1000

Small businesses with very limited parking (four or fewer spaces) must have one accessible parking space. However, no signage is required.

An accessible parking space must have an access aisle, which allows a person using a wheelchair or other mobility device to get in and out of the car or van.

Signage: international symbol of accessibility placed in front of the parking space mounted at least 60 inches above the ground, measured to the bottom of the sign. Van accessible spaces include the designation "van accessible."

Van Accessible Spaces: 2010 Standards—one for every six accessible spaces (1991 Standards required one for every eight)



Width of space for van: 11 feet minimum (although it may be 8 feet wide if its access aisle is 8 feet wide)

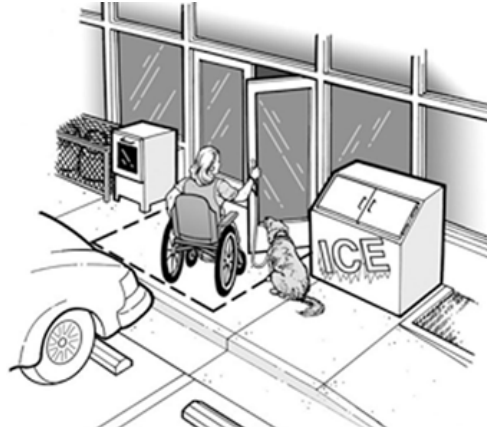
Access aisle: Width: 5 feet minimum (if aisle serves car and van spaces) Length: full length of parking space

Width of space for car: 8 feet minimum

An overview of accessible parking requirements.

Accessible Entrances

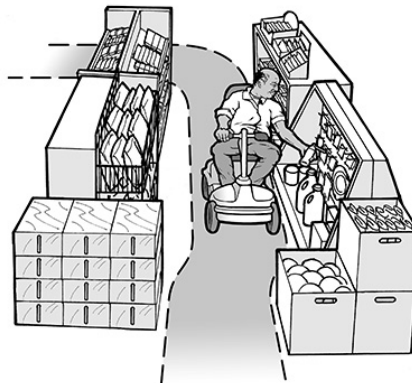
One small step at an entrance can make it impossible for individuals using wheelchairs, walkers, canes, or other mobility devices to do business with you. Removing this barrier may be accomplished in a number of ways, such as installing a ramp or a lift or regrading the walkway to provide an accessible route. If the main entrance cannot be made accessible, an alternate accessible entrance can be used. If you have several entrances and only one is accessible, a sign should be posted at the inaccessible entrances directing individuals to the accessible entrance. This entrance must be open whenever other public entrances are open.



Ensuring that items do not block the accessible route allows independent access.

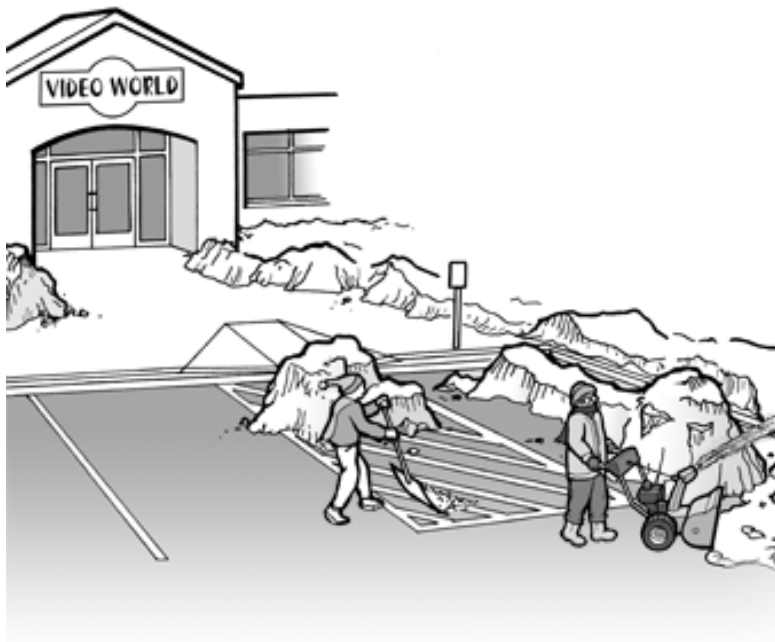
Accessible Route to Goods and Services

The path a person with a disability takes to enter and move through your business is called an “accessible route.” This route, which must be at least three feet wide, must remain accessible and not be blocked by items such as vending or ice machines, newspaper dispensers, furniture, filing cabinets, display racks, or potted plants. Similarly, accessible toilet stalls, dressing rooms, or counters at a cash register must not be cluttered with merchandise or supplies.



An accessible route allows customers using mobility devices to access items for sale.

Temporary access interruptions for maintenance, repair, or operational activities are permitted, but must be remedied as soon as possible and may not extend beyond a reasonable period of time. Businesses must be prepared to retrieve merchandise for customers during these interruptions. For example, if an aisle is temporarily blocked because shelves are being restocked, staff must be available to assist a customer with a disability who is unable to maneuver through that aisle. In addition, if an accessible feature such as an elevator breaks down, businesses must ensure that repairs are made promptly and that improper or inadequate maintenance does not cause repeated failures. Businesses must also ensure that no new barriers are created that impede access by customers with disabilities. For example, routinely storing a garbage bin or piling snow in accessible parking spaces makes them unusable and inaccessible to customers with mobility disabilities.



Snow or other debris in accessible parking spaces and access aisles must be removed as soon as possible.

Shelves, Sales and Service Counters, and Check-Out Aisles

The obligation to remove barriers also applies to merchandise shelves, sales and service counters, and check-out aisles. Shelves and counters must be on an accessible route with enough space to allow customers using mobility devices to access merchandise. However, shelves may be of any height since they are not subject to the ADA's reach range requirements. Where barriers prevent access to these areas, they must be removed if readily achievable. However, businesses are not required to take any steps that would result in a significant loss of selling space. At least one check-out aisle must be usable by people with mobility disabilities, though more are required in larger stores. When it is not readily achievable to make a sales or service counter accessible, businesses should provide a folding shelf or a nearby accessible counter. If these changes are not readily achievable, businesses may provide a clip board or lap board until more permanent changes can be made.



A lowered counter and clear floor space are critical components of an accessible service counter.

Food and Restaurant Services

People with disabilities need to access tables, food service lines, and condiment and beverage bars in restaurants, bars, or other establishments where food or drinks are sold. There must be an accessible route to all dining areas, including raised or sunken dining areas and outdoor dining areas, as well as to food service lines, service counters, and public restrooms. In a dining area, remember to arrange tables far enough apart so a person using a wheelchair can maneuver between the tables when patrons are sitting at them. Some accessible tables must be provided and must be dispersed throughout the dining area rather than clustered in a single location.



Restaurants must provide access to self-service items.

Where barriers prevent access to a raised, sunken, or outdoor dining area, they must be removed if readily achievable. If it is not readily achievable to construct an accessible route to these areas and distinct services (e.g., special menu items or different prices) are available in these areas, the restaurant must make these services available at the same price in the dining areas that are on an accessible route. In restaurants or bars with only standing tables, some accessible dining tables must be provided.

New Construction and Alterations

The ADA requires that all new facilities built by public accommodations, including small businesses, must be accessible to and usable by people with disabilities. The 2010 Standards lay out accessibility design requirements for newly constructed and altered public accommodations and commercial facilities. Certain dates in the construction process determine which ADA standards—the 1991 Standards or the 2010 Standards—must be used.

If the last or final building permit application for a new construction or alterations project is certified before March 15, 2012, businesses may comply with either the 1991 or the 2010 Standards. In jurisdictions where certification of permit applications is not required, businesses can also choose between the 1991 or 2010 Standards if their jurisdiction receives their permit application by March 15, 2012. Businesses should refer to their local permitting process. Where no permits are required, businesses may comply with either the 1991 or 2010 Standards if physical construction starts before March 15, 2012. Start of physical construction or alterations does not mean the date of ceremonial groundbreaking or the day demolition of an existing structure commences. In this situation, if physical construction starts after March 15, 2012, the small business must use the 2010 Standards.

Alterations

When a small business undertakes an alteration to any of its facilities, it must, to the maximum extent feasible, make the alteration accessible. An alteration is defined as remodeling, renovating, rehabilitating, reconstructing, changing or rearranging structural parts or elements, changing or rearranging plan configuration of walls and full-height partitions, or making other changes that affect (or could affect) the usability of the facility.

Examples include restriping a parking lot, moving walls, moving a fixed ATM to another location, installing a new sales counter or display shelves, changing a doorway entrance, replacing fixtures, flooring or carpeting. Normal maintenance, such as reroofing, painting, or wallpapering, is not an alteration.

2010 ADA Standards Basics

Chapter 1: Application and Administration

Contains important introductory and interpretive information, including definitions for key terms used in the 2010 Standards.

Chapter 2: Scoping

Sets forth what elements and how many of them must be accessible. Scoping covers newly constructed facilities and altered portions of existing facilities.

Note: The 2010 Standards do not address barrier removal. The revised regulations, however, require that barrier removal must comply with the 2010 Standards to the extent it is readily achievable.

Chapters 3 – 10: Design and Technical Requirements

Provides design and technical specifications for elements, spaces, buildings, and facilities.

Common Provisions for Small Business

Accessible Route

Section 206 and Chapter 4

Parking Spaces

Sections 208 and 502 specifically address parking spaces. The provisions regarding accessible route (section 206 and chapter 4), signs (section 216), and, where applicable, valet parking (section 209) also apply.

Passenger Loading Zones

Sections 209 and 503

Sales and Service

Sections 227 and 904 specifically cover sales and service areas, such as check-out aisles and sales and service counters. Section 226.1, exempts sales and service counters from the technical requirements of 902 (dining surfaces and work surfaces).

Dining Surfaces

Sections 226 and 902 specifically address fixed dining surfaces. The provisions regarding accessible routes in section 206.2.5 (Restaurants and Cafeterias) and 226.2 (Dispersion) also apply to dining surfaces.

Dressing, Fitting, and Locker Rooms

Sections 222 and 803 cover dressing, fitting, and locker rooms. The provisions on doors in sections 206.5 and 404 usually apply.

STEPS FOR SUCCESS

Being proactive is the best way to ensure ADA compliance. Evaluate access at your facility, train your staff on the ADA's requirements, think about the ADA when planning an alteration or construction of a new facility, and, most importantly, use the free information resources available whenever you have a question.

Assessing Your Facility

The revised ADA regulations give businesses 18 months (until March 15, 2012) before they must comply with the 2010 Standards. The purpose of this phase-in period is to provide businesses sufficient time to plan and comply. Businesses are strongly encouraged to assess their facilities now to determine what architectural barriers exist. Until March 15, 2012, you have the choice of using the 1991 Standards or the 2010 Standards to remove architectural barriers, alter, or construct a new facility. Businesses that use the 1991 Standards during this phase-in period can take advantage of the safe harbor provision. Beginning March 15, 2012, only the 2010 Standards can be used.

Staff Training

A critical and often overlooked component of ensuring success is comprehensive and ongoing staff training. You may have established good policies, but if front line staff are not aware of them or do not know how to implement them, problems can arise. Businesses of all sizes should educate staff about the ADA's requirements. Staff need to understand the requirements on modifying policies and practices, communicating with and assisting customers, and accepting calls placed through the relay system. Many local disability organizations, including Centers for Independent Living, conduct ADA trainings in their communities. The Department of Justice or the ADA National Network can provide local contact information for these organizations.

Tax Credit and Deduction

To assist small businesses to comply with the ADA, the Internal Revenue Service (IRS) Code includes a Disabled Access Credit (Section 44) for businesses with 30 or fewer full-time employees or with total revenues of \$1 million or less in the previous tax year. Eligible expenses may include the cost of undertaking barrier removal and alterations to improve accessibility, providing sign-language interpreters, or making material available in accessible formats such as Braille, audiotape, or large print.

Section 190 of the IRS Code provides a tax deduction for businesses of all sizes for costs incurred in removing architectural barriers in existing facilities or alterations. The maximum deduction is \$15,000 per year.

ADA INFORMATION RESOURCES

U.S. Department of Justice

For more information about the revised ADA regulations and the 2010 Standards, please visit the Department of Justice's website or call our toll-free number.

ADA Website

www.ADA.gov

ADA Information Line

800-514-0301 (Voice)

800-514-0383 (TTY)

24 hours a day to order publications by mail.

M-W, F 9:30 a.m. – 5:30 p.m., Th 12:30 p.m. – 5:30 p.m. (Eastern Time) to speak to an ADA Specialist. All calls are confidential.

“Reaching Out to Customers with Disabilities” explains the ADA's requirements for businesses in a short 10-lesson online course (www.ada.gov/reachingout/intro1.htm).

ADA National Network (DBTAC)

Ten regional centers are funded by the U.S. Department of Education to provide ADA technical assistance to businesses, States and localities, and persons with disabilities. One toll-free number connects you to the center in your region:

800-949-4232 (Voice and TTY)

www.adata.org

Access Board

For technical assistance on the ADA/ABA Guidelines:

800-872-2253 (Voice)

800-993-2822 (TTY)

Internal Revenue Service

For information on the Disabled Access Tax Credit (Form 8826) and the Section 190 tax deduction (Publication 535 “Business Expenses”):

800-829-3676 (Voice) or 800-829-4059 (TTY)

www.irs.gov

This publication is available in alternate formats for persons with disabilities.

This document has been developed for small businesses in accordance with the Small Business Regulatory Enforcement Flexibility Act of 1996.

Duplication of this document is encouraged.

March 2011



Americans with Disabilities Act



Technical Assistance

Updates from the U.S. Department of Justice

Common Questions:
Readily Achievable Barrier Removal

Design Details:
Van Accessible Parking Spaces



Number 1.

August 1996

Reproduction

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Disclaimer

The ADA authorizes the Department of Justice to provide technical assistance to individuals and entities that have rights or responsibilities under the Act. This document provides informal guidance to assist you in understanding the ADA and the Department's regulation.

However, this technical assistance does not constitute a legal interpretation of the statute.

Introduction



ADA-TA, a series of technical assistance (TA) updates from the Disability Rights Section of the Civil Rights Division of the Department of Justice, provides practical information on how to comply with the Americans with Disabilities Act (ADA). Each ADA-TA highlights specific topics of interest to business owners and managers, State and local government officials, architects, engineers, contractors, product designers and manufacturers, and all others who seek a better understanding of accessible design and the ADA. The goal of the series is to clarify potential misunderstandings about the requirements of the ADA, and to highlight its flexible, common sense approach to accessibility.

Each ADA-TA has two standard features: **Common Questions** and **Design Details**. **Common Questions** answers questions that have been brought to our attention through complaints, compliance reviews, calls to our information line, or letters from the public. **Design Details** provides supplemental information and illustrations of specific design requirements.

ADA-TA complements the Department's ADA documents, including the regulations issued under titles II and III of the ADA and the Department's technical assistance manuals. ADA-TA is not a legal interpretation of the ADA. Instead it provides practical solutions on how to comply with the ADA while avoiding costly and common mistakes.

Obtaining additional ADA information may be as easy as a trip to your local library. The Department of Justice has sent an ADA Information File containing 70 technical assistance documents to 15,000 libraries across the country. Most libraries maintain this file at the reference desk.

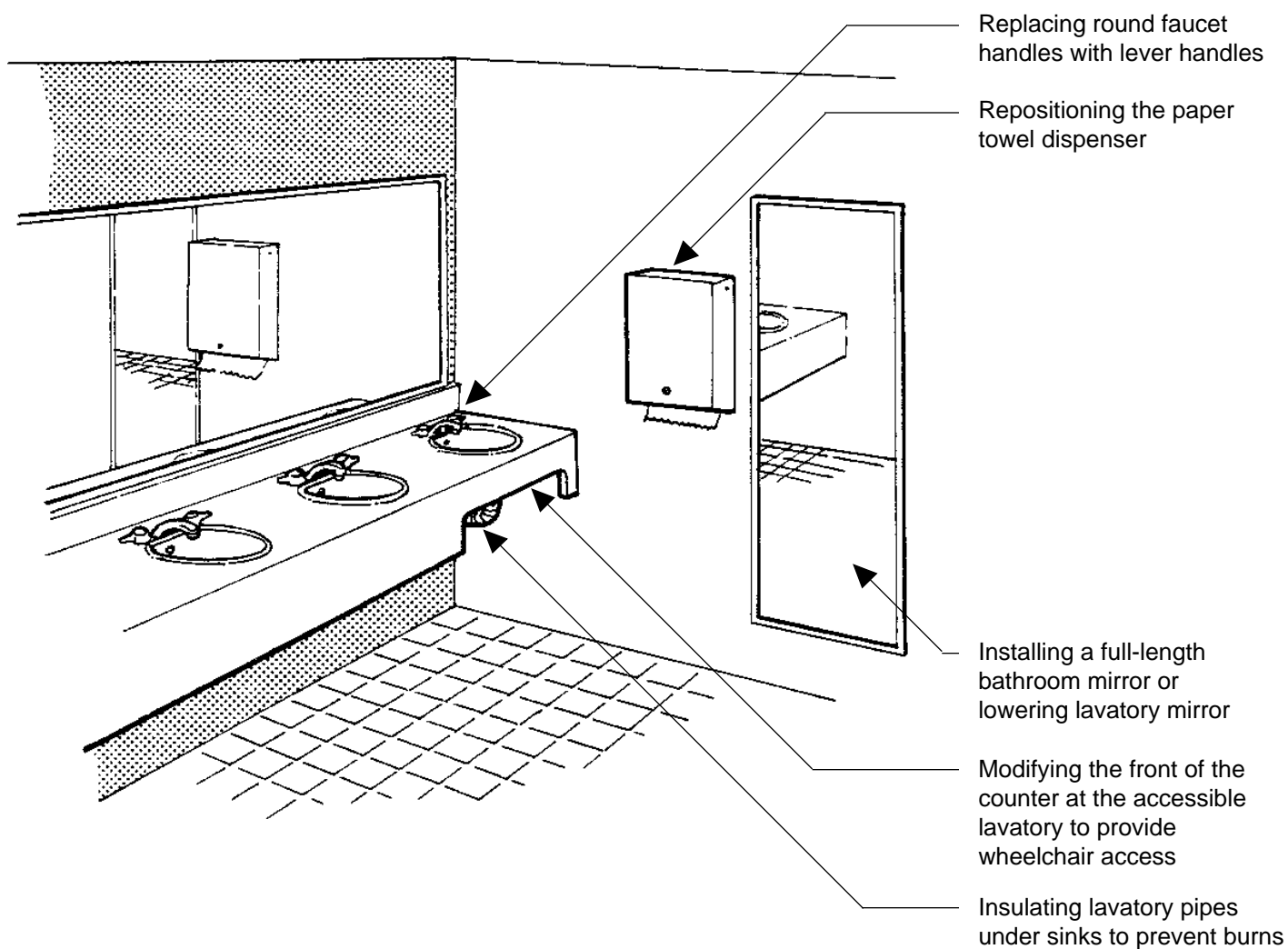
The Department's ADA publications are also available electronically, including ADA regulations and technical assistance materials, through the Internet or by calling the Department's electronic bulletin board (BBS). Materials can be accessed on the World Wide Web at <http://www.usdoj.gov/crt/ada/adahom1.htm> or by using gopher client software (<gopher://justice2.usdoj.gov:70/11/crt/ada>). The materials can be also downloaded from the Department of Justice ADA-BBS by dialing (202) 514-6193. You can also reach this BBS through the Internet using the telenet fedworld gateway ([telnet fedworld.gov](telnet://fedworld.gov)). At the main menu, choose "U" (Utilities/Files/Mail), then choose "D" (gateway system) followed by "D" (connect to gov't sys/database) and then #9 ADA-BBS (DOJ).

To order copies of the Department's regulations, technical assistance manuals and other publications, or obtain answers to specific questions,

CALL:

(800) 514-0301 (voice)

(800) 514-0383 (TDD).



Selected Examples of Barrier Removal

Common Questions: Readily Achievable Barrier Removal

The ADA requires companies providing goods and services to the public to take certain limited steps to improve access to existing places of business. This mandate includes the obligation to remove barriers from existing buildings when it is readily achievable to do so. Readily achievable means *easily accomplishable and able to be carried out without much difficulty or expense*.

Many building features that are common in older facilities such as narrow doors, a step or a round door knob at an entrance door, or a crowded check-out or store aisle are barriers to access by people with disabilities. Removing barriers by ramping a curb, widening an entrance door, installing visual alarms, or designating an accessible parking space is often essential to ensure equal opportunity for people with disabilities. Because removing these and other common barriers can be simple and inexpensive in some cases and difficult and costly in others, the regulations for the ADA provide a flexible approach to compliance. This practical approach requires that barriers be removed in existing facilities only when it is readily achievable to do so. The ADA does not require existing buildings to meet the ADA's standards for newly constructed facilities.

The ADA states that individuals with disabilities may not be denied the full and equal enjoyment of the “goods, services, facilities, privileges, advantages, or accommodations” that the business provides -- in other words, whatever type of good or service a business provides to its customers or clients. A business or other private entity that serves the public must ensure equal opportunity for people with disabilities.

In the following section, we answer some of the most commonly asked questions we receive from our toll-free ADA Information Line about the barrier removal requirement and how it differs from those requirements that apply to new construction and alteration of buildings.

Individuals with disabilities may not be denied the full and equal enjoyment of the “goods, services, facilities, privileges, advantages, or accommodations”

The ADA establishes different requirements for existing facilities and new construction.

The types of facilities listed in each category are examples — they are not intended to be an exhaustive list of all covered facilities.

■ ***I own three buildings, two of which were designed and constructed prior to the enactment of the ADA. I have been told I have to make them all accessible. Is this true? Does the ADA require me to make them all accessible?***

The ADA establishes different requirements for existing facilities and new construction. In existing facilities where retrofitting may be expensive, the requirement to provide access through barrier removal is less than it is in new construction where accessibility can be incorporated in the initial stages of design and construction without a significant increase in cost.

The requirement to remove barriers in existing buildings applies only to a private entity that owns, leases, leases to or operates a “place of public accommodation.” Further, barriers must be removed only where it is “readily achievable” to do so. Readily achievable means *easily accomplishable and able to be carried out without much difficulty or expense*.

■ ***Is my business required to remove barriers?***

If your business provides goods and services to the public, you are required to remove barriers if doing so is readily achievable. Such a business is called a public accommodation because it serves the public. If your business is not open to the public but is only a place of employment like a warehouse, manufacturing facility or office building, then there is no requirement to remove barriers. Such a facility is called a commercial facility. While the operator of a commercial facility is not required to remove barriers, you must comply with the ADA Standards for Accessible Design when you alter, renovate or expand your facility.

■ ***What is a “place of public accommodation”?***

A place of public accommodation is a facility whose operations affect commerce and fall within at least one of the following 12 categories set out in the ADA:

- 1) Places of lodging (e.g., inns, hotels, motels) (except for owner-occupied establishments renting fewer than six rooms);
- 2) Establishments serving food or drink (e.g., restaurants and bars);
- 3) Places of exhibition or entertainment (e.g., motion picture houses, theaters, concert halls, stadiums);
- 4) Places of public gathering (e.g., auditoriums, convention centers, lecture halls);
- 5) Sales or rental establishments (e.g., bakeries, grocery stores, hardware stores, shopping centers);
- 6) Service establishments (e.g., laundromats, dry-cleaners, banks, barber shops, beauty shops, travel services, shoe repair services,

- funeral parlors, gas stations, offices of accountants or lawyers, pharmacies, insurance offices, professional offices of health care providers, hospitals);
- 7) Public transportation terminals, depots, or stations (not including facilities relating to air transportation);
 - 8) Places of public display or collection (e.g., museums, libraries, galleries);
 - 9) Places of recreation (e.g., parks, zoos, amusement parks);
 - 10) Places of education (e.g., nursery schools, elementary, secondary, undergraduate, or postgraduate private schools);
 - 11) Social service center establishments (e.g., day care centers, senior citizen centers, homeless shelters, food banks, adoption agencies); and
 - 12) Places of exercise or recreation (e.g., gymnasiums, health spas, bowling alleys, golf courses).

■ ***I operate a restaurant that opened in 1991. The city required that the restaurant comply with the local accessibility code. Is the restaurant "grandfathered" and not required to remove barriers as required by the ADA?***

No. A restaurant is a public accommodation and a place of public accommodation must remove barriers when it is readily achievable to do so. Although the facility may be "grandfathered" according to the local building code, the ADA does not have a provision to "grandfather" a facility. While a local building authority may not require any modifications to bring a building "up to code" until a renovation or major alteration is done, the ADA requires that a place of public accommodation remove barriers that are readily achievable even when no alterations or renovations are planned.

...the ADA does not have a provision to "grandfather" a facility...

■ ***Do I, as the owner, have to pay for removing barriers?***

Yes, but tenants and management companies also have an obligation. Any private entity who owns, leases, leases to, or operates a place of public accommodation shares in the obligation to remove barriers.

■ ***If I do remove barriers, is my business entitled to any tax benefit to help pay for the cost of compliance?***

As amended in 1990, the Internal Revenue Code allows a deduction of up to \$15,000 per year for expenses associated with the removal of qualified architectural and transportation barriers (Section 190).

To learn more about tax credits and deductions for barrier removal and providing accessibility contact the IRS at (800) 829-1040 (voice) or (800) 829-4059 (TDD) or call the Department of Justice ADA Information Line (800) 514-0301 voice, (800) 514-0383 TDD.

Copies of the regulations, which include the Standards can be ordered 24 hours a day from the Department's ADA Information line.

The 1990 amendment also permits eligible small businesses to receive a tax credit (Section 44) for certain costs of compliance with the ADA. An eligible small business is one whose gross receipts do not exceed \$1,000,000 or whose workforce does not consist of more than 30 full-time workers. Qualifying businesses may claim a credit of up to 50 percent of eligible access expenditures that exceed \$250 but do not exceed \$10,250. Examples of eligible access expenditures include the necessary and reasonable costs of removing architectural, physical, communications, and transportation barriers; providing readers, interpreters, and other auxiliary aids; and acquiring or modifying equipment or devices.

■ ***What design standards apply when I'm removing barriers?***

When you undertake to remove a barrier, you should use the alterations provisions of the ADA Standards for Accessible Design (Standards). These Standards were published in Appendix A to the Department of Justice's Title III regulations, 28 CFR Part 36, *Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities*. Deviations from the Standards are acceptable when full compliance with those requirements is not "readily achievable". In such cases, barrier removal measures may be taken that do not fully comply with the Standards, so long as the measures do not pose a significant risk to the health or safety of individuals with disabilities or others.

ILLUSTRATION: As a first step toward removing architectural barriers, the owner of a small shop decides to widen the shop's 26-inch wide front door. Because of space constraints the shop owner can only widen the door to provide a 30-inch clear width, not the full 32-inch clearance required for alterations under the Standards. Full compliance with the Standards is not in this case readily achievable. The 30-inch clear width will allow most people who use crutches or wheelchairs to get through the door and will not pose a significant risk to their health or safety.

■ ***How can I get a copy of the ADA Standards for Accessible Design?***

Copies of the regulations, which include the Standards, are available from the Department of Justice's ADA Information Line and may also be available in your local library. The Department of Justice distributed an ADA Information File containing regulations and technical assistance materials to over 15,000 libraries nationwide. Copies of the regulations can be ordered 24 hours a day from the Department's ADA Information line (1-800-514-0301 Voice or 1-800-514-0383 TDD).

■ ***How do I determine what is readily achievable?***

“Readily achievable” means easily accomplishable and able to be carried out without much difficulty or expense. Determining if barrier removal is readily achievable is, by necessity, a case-by-case judgment. Factors to consider include:

- 1) The nature and cost of the action;
- 2) The overall financial resources of the site or sites involved; the number of persons employed at the site; the effect on expenses and resources; legitimate safety requirements necessary for safe operation, including crime prevention measures; or any other impact of the action on the operation of the site;
- 3) The geographic separateness, and the administrative or fiscal relationship of the site or sites in question to any parent corporation or entity;
- 4) If applicable, the overall financial resources of any parent corporation or entity; the overall size of the parent corporation or entity with respect to the number of its employees; the number, type, and location of its facilities; and
- 5) If applicable, the type of operation or operations of any parent corporation or entity, including the composition, structure, and functions of the workforce of the parent corporation or entity.

...readily achievable will have to be determined on a case-by-case basis in light of the nature and cost of the barrier removal and the resources available.

If the public accommodation is a facility that is owned or operated by a parent entity that conducts operations at many different sites, you must consider the resources of both the local facility and the parent entity to determine if removal of a particular barrier is “readily achievable.” The administrative and fiscal relationship between the local facility and the parent entity must also be considered in evaluating what resources are available for any particular act of barrier removal.

■ ***Can you tell me what barriers it will be “readily achievable” to remove?***

The Department’s regulation contains a list of 21 examples of modifications that may be readily achievable. These include installing ramps, making curb cuts in sidewalks and at entrances, repositioning telephones, adding raised markings on elevator control buttons, installing visual alarms, widening doors, installing offset hinges to widen doorways, insulating lavatory pipes under sinks, repositioning a paper towel dispenser, installing a full-length mirror, rearranging toilet partitions to increase maneuvering space or installing an accessible toilet stall. The list is not exhaustive and is only intended to be illustrative. Each of these

modifications will be readily achievable in many instances, but not in all. Whether or not any of these measures is readily achievable will have to be determined on a case-by-case basis in light of the nature and cost of the barrier removal and the resources available.

■ ***Does the ADA permit me to consider the effect of a modification on the operation on my business?***

Yes. The ADA permits consideration of factors other than the initial cost of the physical removal of a barrier.

ILLUSTRATION: CDE convenience store determines that it would be inexpensive to remove shelves to provide access to wheelchair users throughout the store. However, this change would result in a significant loss of selling space that would have an adverse effect on its business. In this case, the removal of all the shelves is not readily achievable and, thus, is not required by the ADA. However, it may be readily achievable to remove some shelves.

■ ***If an area of my store is reachable only by a flight of steps, would I be required to add an elevator?***

Usually no. A public accommodation generally would not be required to remove a barrier to physical access posed by a flight of steps, if removal would require extensive ramping or an elevator. The readily achievable standard does not require barrier removal that requires burdensome expense. Thus, where it is not readily achievable to do so, the ADA would not require a public accommodation to provide access to an area reachable only by a flight of stairs.

■ ***I have a portable ramp that we use for deliveries - can't I just use that?***

Yes, you could, but only if the installation of a permanent ramp is not readily achievable. In order to promote safety, a portable ramp should have railings, a firm, stable, nonslip surface and the slope should not exceed one to twelve (one unit of rise for every twelve units horizontal distance). It should also be properly secured and staff should be trained in its safe use.

■ ***Because one of my buildings is very inaccessible, I don't know what to fix first. Is guidance available?***

Yes. The Department recommends priorities for removing barriers in existing facilities because you may not have sufficient resources to remove all existing barriers at one time. These priorities are not mandatory. You are free to exercise discretion in determining the most effective "mix" of barrier removal measures for your facilities.

The **first priority** is enabling individuals with disabilities to enter the facility. This priority on “getting through the door” recognizes that providing physical access to a facility from public sidewalks, public transportation, or parking is generally preferable to any alternative arrangements in terms of both business efficiency and the dignity of individuals with disabilities.

The **second priority** is providing access to those areas where goods and services are made available to the public. For example, in a hardware store these areas would include the front desk and the retail display areas of the store.

The **third priority** is providing access to restrooms (if restrooms are provided for use by customers or clients).

The **fourth priority** is removing any remaining barriers, for example, lowering telephones.

■ ***What about my employee areas? Must I remove barriers in areas used only by employees?***

No. The “readily achievable” obligation to remove barriers in existing facilities does not extend to areas of a facility that are used exclusively by employees. Of course, it may be necessary to remove barriers in response to a request for “reasonable accommodation” by a qualified employee or applicant as required by Title I of the ADA. For more information, contact the Equal Employment Opportunity Commission (EEOC) which enforces Title I of the ADA.

■ ***How can a public accommodation decide what needs to be done?***

One effective approach is to conduct a “self-evaluation” of the facility to identify existing barriers. While not required by the ADA, a serious effort at self-assessment and consultation can save resources by identifying the most efficient means of providing required access and can diminish the threat of litigation. It serves as evidence of a good faith effort to comply with the barrier removal requirements of the ADA. This process should include consultation with individuals with disabilities or with organizations representing them and procedures for annual reevaluations.

Our priorities for barrier removal are not mandatory. Public accommodations are free to exercise discretion in determining the most effective “mix” of barrier removal measures to undertake in their facilities.

...public accommodations are urged to establish procedures for an ongoing assessment of their compliance with the ADA’s barrier removal requirements.

...when barrier removal is not readily achievable, then goods and services must be made available through alternative methods, if such methods are readily achievable.

- ***If a public accommodation determines that its facilities have barriers that should be removed, but it is not readily achievable to undertake all of the modifications now, what should it do?***

The Department recommends that a public accommodation develop an implementation plan designed to achieve compliance with the ADA's barrier removal requirements. Such a plan, if appropriately designed and executed, could serve as evidence of a good faith effort to comply with the ADA's barrier removal requirements.

- ***What if I'm not able to remove barriers at this time due to my financial situation? Does that mean I'm relieved of current responsibilities?***

No, when you can demonstrate that the removal of barriers is not readily achievable, you must make your goods and services available through alternative methods, if undertaking such methods is readily achievable. Examples of alternative methods include having clerks retrieve merchandise located on inaccessible shelves or delivering goods or services to the customers at curbside or in their homes. Of course, the obligation to remove barriers when readily achievable is a continuing one. Over time, barrier removal that initially was not readily achievable may later become so because of your changed circumstances.

- ***If the obligation is continuing, do you mean there are no limits on what I must do to remove barriers?***

No. There are limits. In removing barriers, a public accommodation does not have to exceed the level of access required under the alterations provisions contained in the Standards (or the new construction provision where the Standards do not provide specific provisions for alterations).

ILLUSTRATION 1: An office building that houses places of public accommodation is removing barriers in public areas. The alterations provisions of the Standards explicitly state that areas of rescue assistance are not required in buildings that are being altered. Because barrier removal is not required to exceed the alterations standard, the building owner need not establish areas of rescue assistance.

ILLUSTRATION 2: A grocery store has more than 5000 square feet of selling space and prior to the ADA had six inaccessible check-out aisles. Because the Standards do not contain specific provisions applicable to the alteration of check-out aisles one must look to the new construction provisions of the Standards for the upper limit of the barrier removal obligation. These provisions require only two of the six check-out aisles to be accessible. Because the store found it readily achievable in 1993 and 1994 to remove barriers and make two of check-out aisles accessible, the store has fulfilled its obligation and is not required to make more check-out aisles accessible.

■ ***What is the difference between barrier removal and alterations?***

Aren't they both very similar?

Not really. Under the ADA, barrier removal is done by a place of public accommodation to remove specific barriers that limit or prevent people with disabilities from obtaining access to the goods and services offered to the public. This is an ongoing obligation for the business that has limits determined by resources, size of the company and other factors (see pages 7 & 8). An alteration is replacement, renovation or addition to an element or space of a facility. Generally alterations are done to improve the function of the business, to accommodate a change or growth in services, or as part of a general renovation. The requirements for alterations are greater than those for barrier removal because the alteration is part of a larger construction or replacement effort.

■ ***One of the buildings that I own is a small factory with offices.***

Do I have to make that accessible?

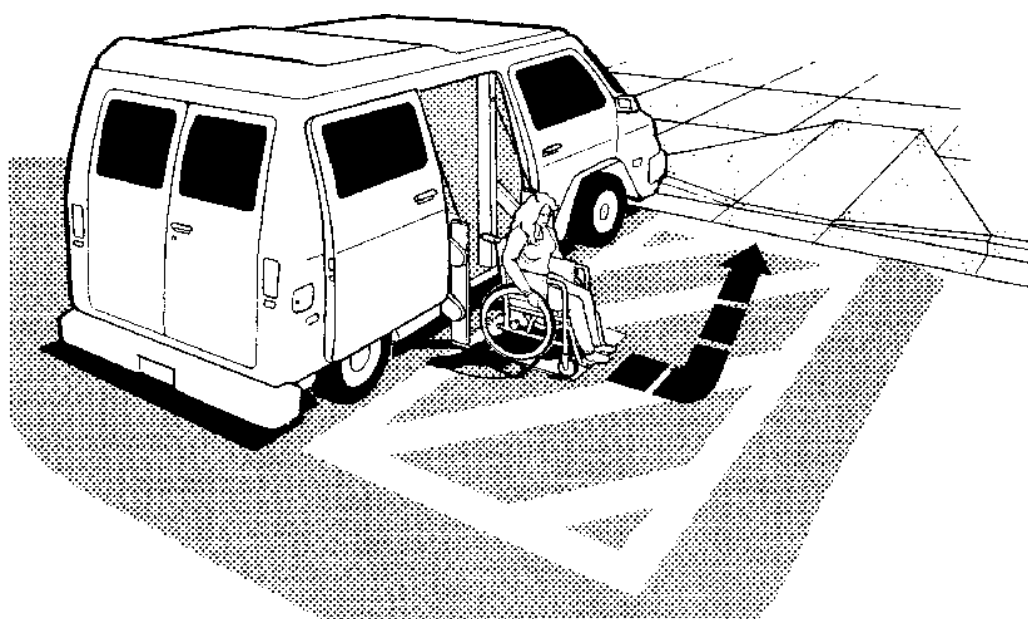
No, commercial facilities such as factories, warehouses, and office buildings that do not contain places of public accommodation are considered “commercial facilities” and are not required to remove barriers in existing facilities. They are, however, covered by the ADA’s requirements for accessible design in new construction or alterations.

Commercial facilities that do not contain places of public accommodation are not required to remove barriers in existing facilities except to provide access to employment.

Design Details: Van Accessible Parking Spaces

Vans equipped with lifts are an essential mode of transportation for many people who use wheelchairs and three-wheeled scooters. The lift-equipped van permits people to enter and exit the vehicle independently without having to leave their wheelchair.

The ADA creates new requirements for van accessible parking spaces. The ADA Standards for Accessible Design or Standards cover public accommodations, commercial facilities and certain State and local governments. State and local governments may choose between these Standards and the Uniform Federal Accessibility Standards (UFAS). Because UFAS does not specify how many van accessible parking spaces are required, only those State and local governments that have chosen the Standards as their ADA accessibility standard have specific, numerical requirements for van accessible parking. Requirements for State and local government agencies that have chosen the Uniform Federal Accessibility Standard (UFAS) are not addressed by this document.



*A Van Accessible
Parking Space always
has a minimum 96-inch
wide access aisle next
to the van*

The new requirement for van accessible parking spaces is an important one for van users but its implementation has caused some confusion among people responsible for providing parking.

The following section provides information about the design requirements for van accessible parking spaces and explains when these spaces are required, what features are required, and where to locate them on a site.

Design Requirements for Van Accessible Parking Spaces

Van accessible parking spaces are identical to accessible parking spaces for cars except for the following:

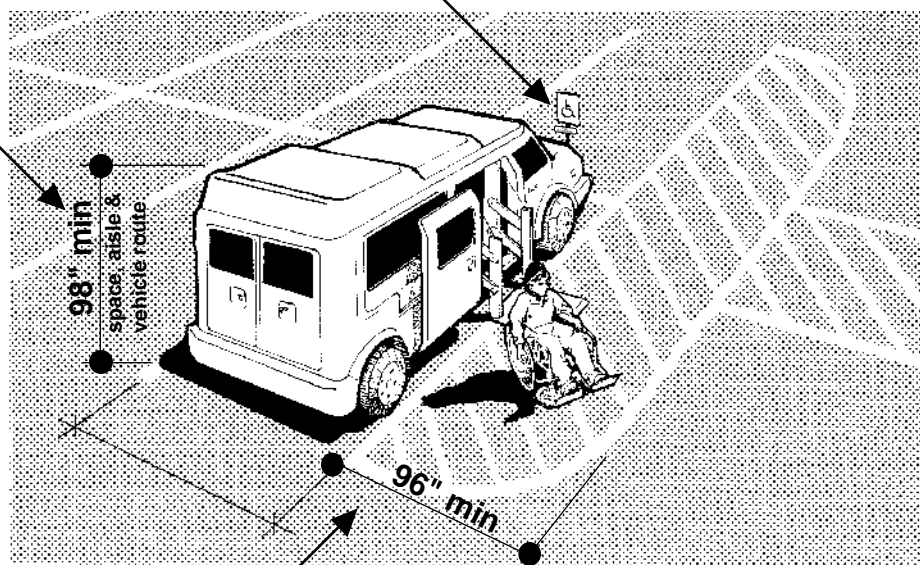
- the access aisle must be at least eight-feet wide (as opposed to five-feet wide) to accommodate a wheelchair lift mounted at the side of a van;
- vertical clearance of at least 98 inches is required along the vehicular route to the parking space, at the van parking space, and along the route from the space to the exit to accommodate the height of most vans; and
- the required sign must have the words “van accessible” below the international symbol of accessibility (see 4.6.4 of the Standards).

Sign with symbol of access
and "Van Accessible"

98 inch min. vertical clearance
for vans along route to space,
at the parking space and along
route to exit the site

*Unique Features of a Van
Accessible Parking Space*

96 inch min. width access aisle
provides space for lift

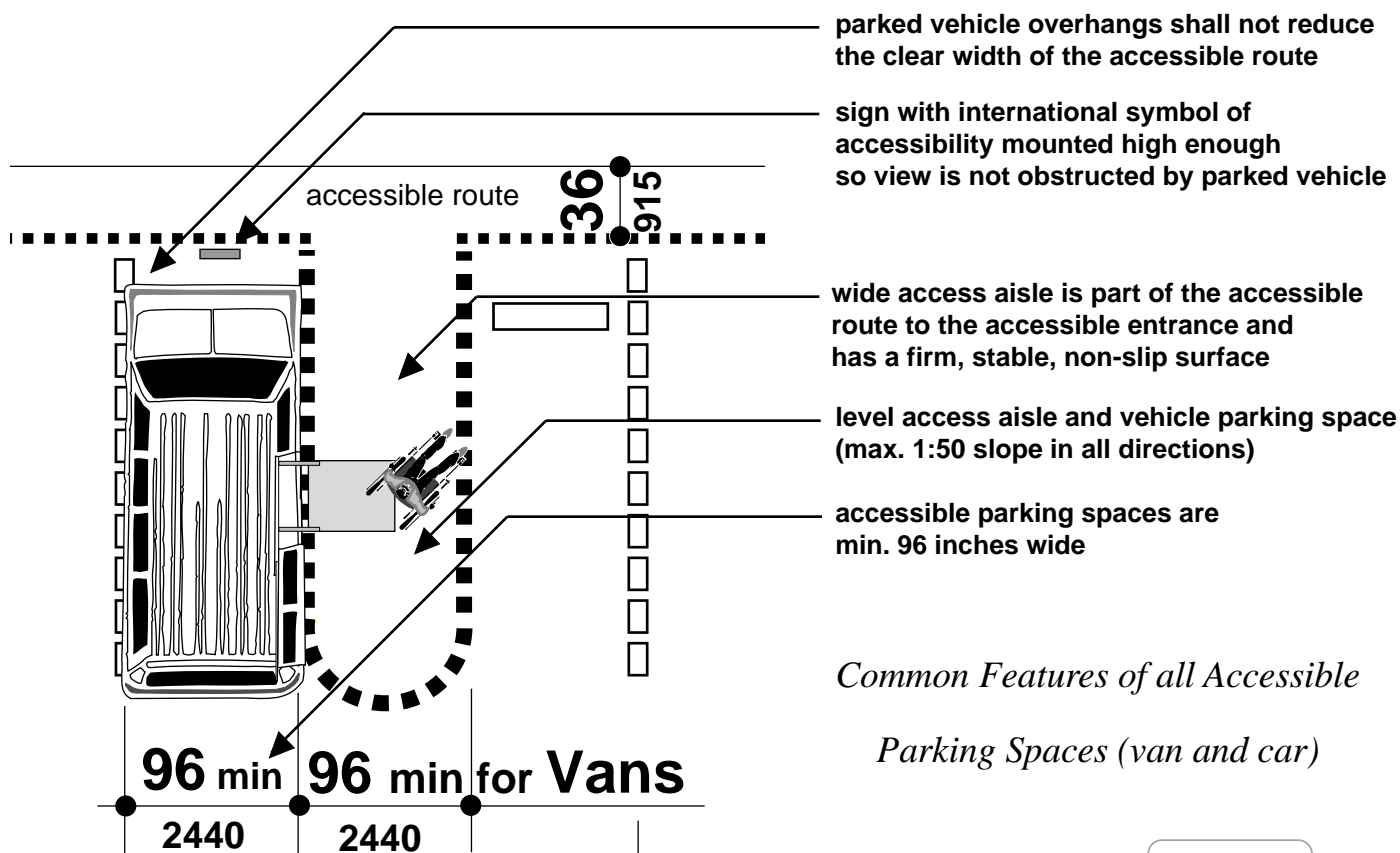


The other required features of van accessible parking spaces are the same as those for accessible parking spaces for cars. These include:

- the parking space for the vehicle must be at least 96 inches wide;
- the parking space for the vehicle and the entire access aisle must be level (with a maximum slope of 1:50¹ in all directions);
- the access aisle must have a firm, stable, non-slip surface;

¹ A 1:50 slope is nearly level and is usually adequate for drainage. The ratio means that a change in vertical height of no more than one unit can occur for every fifty units of distance. For example, a change of one inch in height over a distance of fifty inches.

- the access aisle must be part of an accessible route to a facility or building entrance(s), and
- a sign that complies with 4.6.4 of the Standards must be mounted high enough in front of where the vehicle parks to designate the accessible parking space.



The access aisle must be located on a 36-inch-wide accessible route to the building entrance(s). Section 4.3 of the Standards contains requirements for accessible routes and includes specifications for width, passing space to permit two people using wheelchairs to pass, head room, ground surfaces along the route, slope, changes in levels, and doors. The accessible route must not be obstructed by any objects including vehicles that may extend into the accessible route, a curb, outdoor furniture, or shrubbery.

If an accessible route crosses a curb, a curb ramp must be used. However, a built-up curb ramp may not project into the minimum required space for the access aisle at an accessible parking space. When an accessible route crosses a vehicular way, a marked crosswalk may be part of the accessible route.



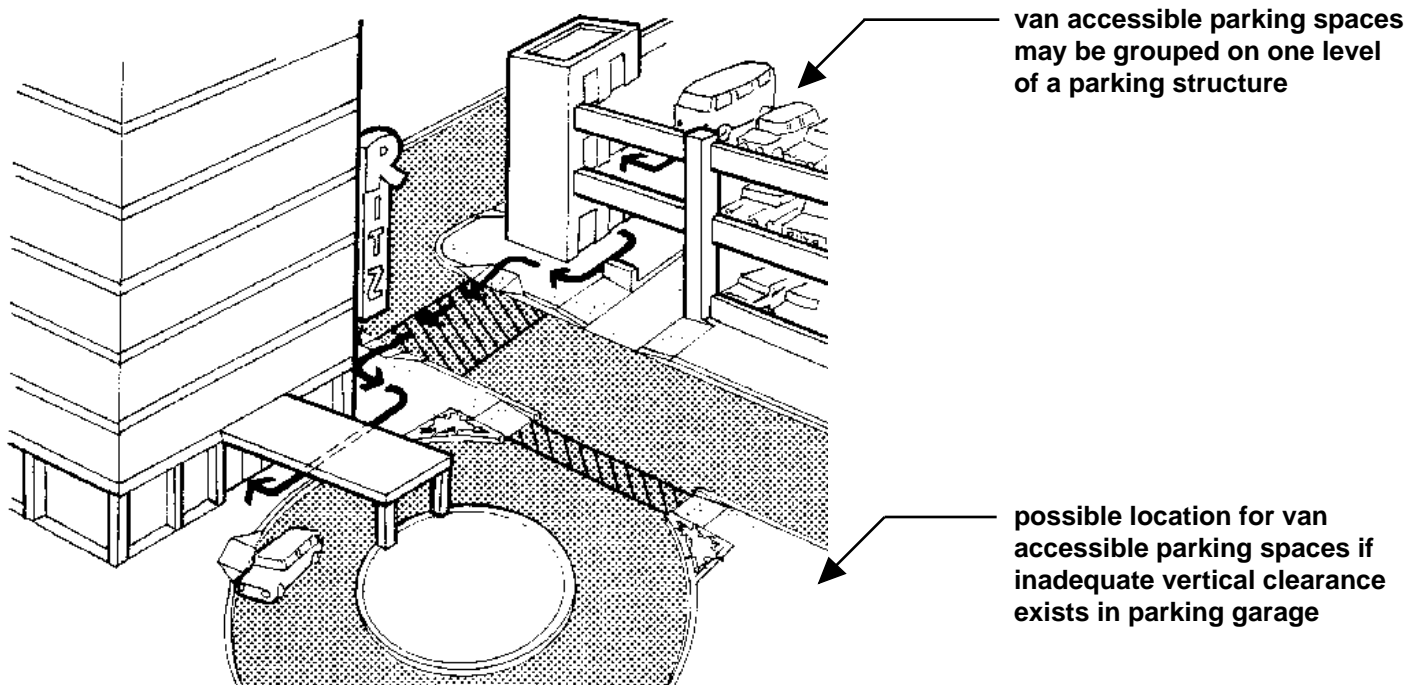
Sample sign

*for a van accessible
parking space*

Location and Dispersion of Parking Spaces

Section 4.6.2 of the Standards requires that accessible parking spaces, including van accessible spaces, be located on the shortest accessible route from adjacent parking to the accessible entrance of the building or facility. Accessible parking spaces and the required accessible route should be located where individuals with disabilities do not have to cross a vehicular lane. When parking cannot be located immediately adjacent to a building and the accessible route must cross a vehicular route, then it is recommended that a marked crossing must be used where the accessible route crosses the vehicular route. In facilities that have multiple accessible entrances with adjacent parking spaces, the accessible parking spaces must be dispersed.

When parking spaces are located in a parking garage, the Standards permit the van accessible parking spaces to be grouped on one floor (Standards 4.1.2 (5) (b)).



When Van Accessible Spaces are Required

When you provide parking at a newly constructed place of public accommodation or at a commercial facility you must provide accessible parking spaces including van accessible parking spaces.

When you alter or renovate a parking lot or facility the following may apply.

- If you repave or otherwise alter the parking lot, you must add as many accessible parking spaces, including van spaces, as needed to comply.
- If you restripe the parking area, you must restripe so that you provide the correct number of accessible parking spaces, including van accessible parking.
- Existing physical site constraints may make it “technically infeasible” to comply fully with the Standards. However, in most cases a “technically infeasible” condition exists only in a portion of a lot, and other suitable locations for accessible parking spaces are often available.

Number of Van Accessible Spaces Required

Section 4.1.2 (5) of the Standards specifies the minimum number of accessible parking spaces to be provided including van accessible parking spaces. One out of every eight accessible spaces provided must be a van accessible space. When only one accessible parking space is required, the space provided must be a van accessible parking space. Van accessible spaces can serve vans and cars because they are not designated for vans only.

In larger parking lots, both van accessible and accessible car spaces must be provided. For example, in a parking lot for 250 spaces where seven accessible parking spaces are required, one van accessible space would be required along with six accessible car parking spaces. In a parking lot for 450 spaces where nine accessible spaces are required, then two van accessible spaces would be required along with seven accessible car parking spaces.

Two van accessible parking spaces may share an access aisle.

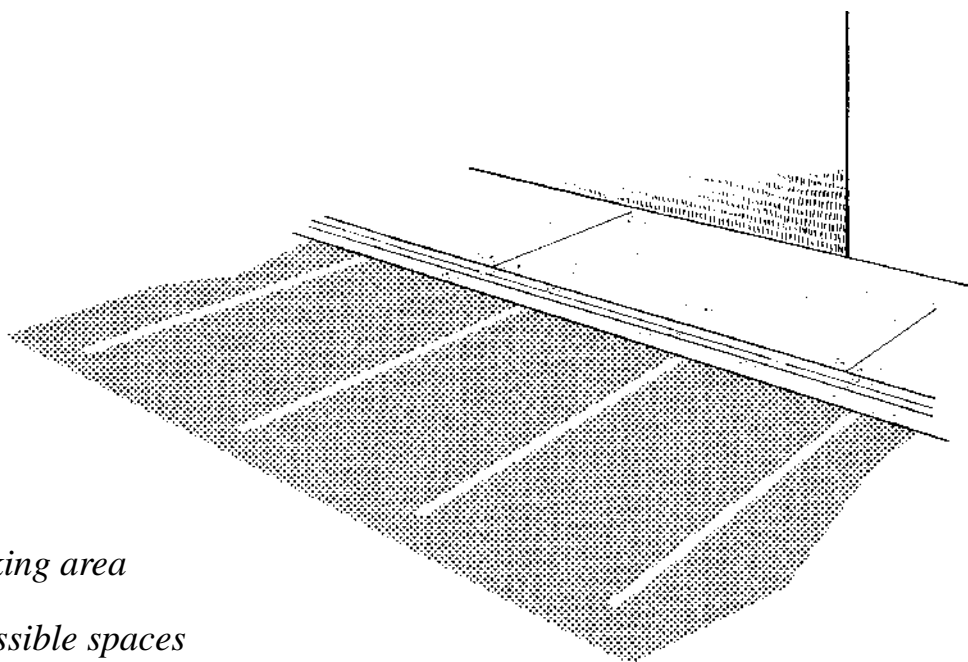
When accessible spaces are required for new construction and during alterations, van accessible parking spaces must always be provided.

Readily Achievable Barrier Removal: Van Accessible Parking Spaces

Public accommodations must remove architectural barriers that are structural in nature in existing facilities when it is “readily achievable” to do so. Readily achievable means easily accomplishable and able to be carried out without much difficulty or expense.

The ADA provides flexibility for public accommodations undertaking barrier removal and does not require that the ADA Standards for Accessible Design (Standards) be complied with fully if it is not readily achievable to do so. Rather, the Standards serve as guidelines for barrier removal that should be met if physical conditions and cost permit. Deviation from the Standards is permitted unless it results in a safety hazard to people with disabilities or others.

Because removing barriers to accessible parking generally involves relatively low cost, it may be readily achievable for many public accommodations.



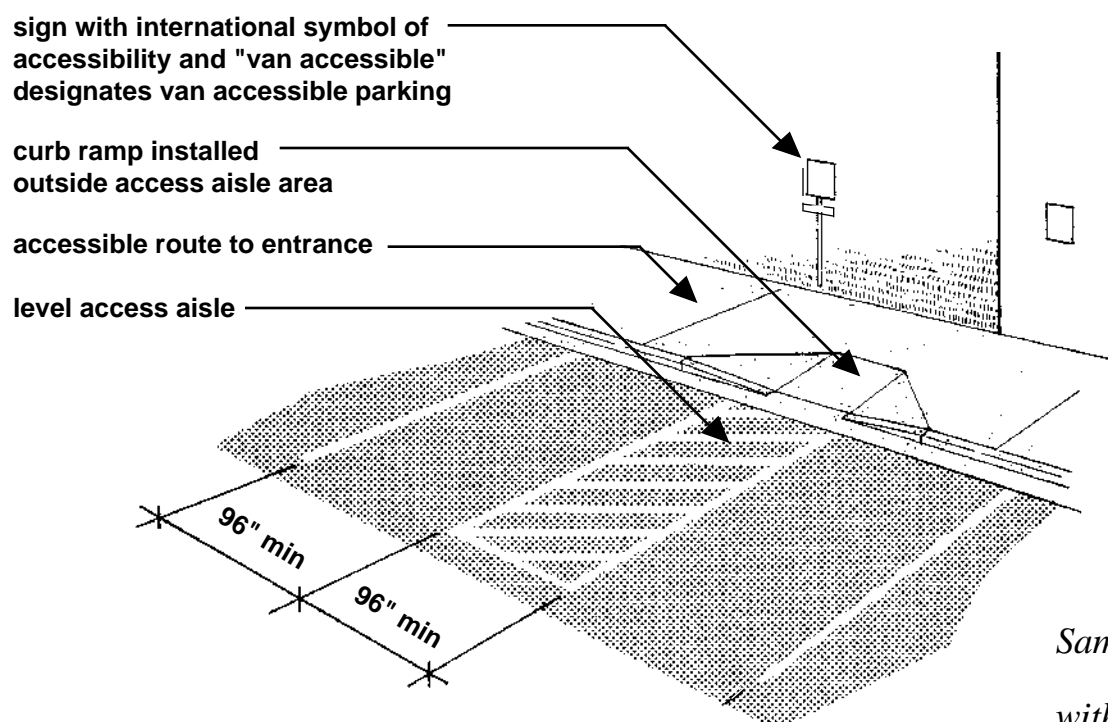
*Existing parking area
without accessible spaces*

If readily achievable, the first accessible parking space that is provided as part of barrier removal activities should be a van accessible space. This type of parking space can be used by both vans and by cars and can be used by anyone who needs accessible parking.

Examples of barrier removal related to accessible parking may include restriping a section or sections of a parking lot to provide accessible parking spaces with designated access aisles, installing signs that designate accessible parking spaces, providing an accessible route from the accessible parking spaces to the building entrance, and providing a marked crossing where the accessible route crosses a vehicular way.

Where parking lot surfaces slope more than 1:50, select the most nearly level area that is available for the accessible parking spaces. When selecting the area for the accessible parking spaces, consider the location of the accessible route that must connect the access aisle to the facility's accessible entrance(s).

If readily achievable, the first accessible parking space that is provided should be a van accessible space.



Same area with van accessible parking space added

*Requirements for
readily achievable
barrier removal permit
businesses to consider
the effect of barrier
removal on the opera-
tion of their business.*

Requirements for readily achievable barrier removal permit businesses to consider the effect of barrier removal on the operation of their businesses.

For example, a small independently owned store has only three parking spaces for its customers. It determines that restriping the parking area to provide an accessible parking space could be easily accomplished without significant expense. However, to provide a fully complying van accessible parking space would reduce the available parking for other customers who do not have disabilities from three spaces to one. This loss of parking (not just the cost of the paint for restriping) can be considered in determining whether the barrier removal is readily achievable.

The ADA provides flexibility for the store to implement a solution that complies with the law but does not result in loss of business. For example, if it is not readily achievable to provide a fully compliant van accessible parking space, one can provide a space that has an access aisle that is narrower than required by the Standards if the result does not cause a safety hazard. Or, the store may provide the service (to a customer with a disability) in an alternative manner, such as curb service or home delivery. In some cases, providing a van accessible parking space that does not fully comply with the Standards will often be the preferred alternative approach, if doing so is readily achievable, because many people with disabilities will benefit from having a designated accessible parking space, even if it is not usable by everyone. If an accessible parking space is provided with a narrow access aisle, then a “Van Accessible” sign should not be provided and the store should be prepared to offer service in an alternative manner, if it is readily achievable to do so, to van users who cannot park in the space.

Information Sources

ADA Technical Assistance

The Department of Justice, through the Disability Rights Section, has responsibility for coordinating government-wide ADA technical assistance activities. Information and direct technical assistance are available from the agencies listed below. Use the list to select the agency responsible for ADA requirements in your area of interest. Some provide free publications in addition to other information services.

For State and local government programs, privately-operated businesses and services, access to facilities, design standards enforceable under the ADA, and information on tax credits and deductions contact:

**U.S. Department of Justice
ADA Information Line**

(800) 514-0301
(800) 514-0383 (TDD)

ADA-BBS:

(202) 514-6193

Internet:

<http://www.usdoj.gov/crt/ada/adahom1.htm>
[gopher://justice2.usdoj.gov:70/11/crt/ada](http://justice2.usdoj.gov:70/11/crt/ada)

For information about Tax Credits and Deductions, contact:

Internal Revenue Service

(800) 829-1040
(800) 829-4059 (TDD)

For employment issues, contact:

**Equal Employment Opportunity
Commission (EEOC)**

(800) 669-4000
(800) 669-6820 (TDD)

For transportation, contact:

**U.S. Department
of Transportation**

(202) 366-1656
(202) 366-4567 (TDD)

Internet:

<http://www.fta.dot.gov>

For information on the ADA
Accessibility Guidelines, contact:

Access Board

(800) 872-2253
(800) 993-2822 (TDD)

Internet:

<http://www.access-board.gov/>

For additional ADA information
and referral sources from Federally
funded grantees, contact:

Job Accommodation Network

(800) 526-7234 (V/TDD)

Internet:

<http://www.janweb.icdi.wvu.edu/>

**Disability and Business
Technical Assistance Centers**

(800) 949-4232 (V/TDD)

**Disability Rights Education
and Defense Fund (DREDF)**

(800) 466-4232 (V/TDD)



***United Spinal
Association***



DISABILITY ETIQUETTE

Tips On Interacting With People With Disabilities

United Spinal Association

Mission Statement

United Spinal Association's mission is to improve the quality of life of all people living with spinal cord injuries and disorders (SCI/D).

Who We Are

United Spinal Association is the largest non-profit in the United States dedicated to helping people living with SCI/D. We are a 501(c)(3) national disability rights and veterans service organization founded in 1946. United Spinal Association provides active-lifestyle information, peer support and advocacy that empowers people with SCI/D to achieve their highest potential in all facets of life. United Spinal played a significant role in writing the Americans with Disabilities Act, the landmark civil rights law of 1990 that protects people with disabilities from discrimination. It has also made important contributions to the Fair Housing Amendments Act and the Air Carrier Access Act, and was instrumental in getting New York City to create sidewalk curb ramps and accessible public transportation that is currently used as a model for many cities nationwide.

Who We Serve

United Spinal Association's diverse membership includes wheelchair-users, veterans with disabilities and people living with multiple sclerosis, amyotrophic lateral sclerosis (ALS), post-polio, spina bifida and other spinal cord disorders. Each year, United Spinal Association helps thousands of people of all ages overcome the daily challenges of living life with a disability. And we extend our unending support to those most important in their lives— their family members and caregivers.

Publications

To download any of United Spinal Association's informative publications free of charge, visit www.unitedspinal.org/publications or call 1-800-444-0120 to order printed copies.

Donations

United Spinal Association receives very little government funding. Its programs and services depend on individuals like you and your tax-deductable gifts. In fact, without your generous support, the organization could not exist. If you would like to make a donation to support United Spinal's mission, please visit www.unitedspinal.org/giving or call 1-800-404-2899.

Membership

National Spinal Cord Injury Association is the membership program of United Spinal Association, and welcomes all individuals with a strong interest in our community. Individual membership is free. Visit www.spinalcord.org or call 800-962-9629.

Training

United Spinal Association can customize a "Disability Etiquette" training session at a reasonable cost for your company, organization, or institution. Its experienced staff can plan a program based on your needs. For more information, please contact info@unitedspinal.org.

United Spinal Association

75-20 Astoria Boulevard, Jackson Heights, NY, 11370-1177
718•803•3782 • www.unitedspinal.org

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Introduction

The National Organization on Disability (NOD) reports that more than 54 million Americans have a disability. This booklet is for anyone—with or without a disability—who wants to interact more effectively with people with disabilities. The Americans with Disabilities Act (ADA) of 1990 was conceived with the goal of integrating people with disabilities into all aspects of life, particularly the workplace and the marketplace. Sensitivity toward people with disabilities is not only in the spirit of the ADA, it makes good business sense. It can help you expand your practice, better serve your customers or develop your audience. When supervisors and co-workers use disability etiquette, employees with disabilities feel more comfortable and work more productively. Practicing disability etiquette is an easy way to make people with disabilities feel welcome.

You don't have to feel awkward when dealing with a person who has a disability. This booklet provides some basic tips for you to follow. And if you are ever unsure how to interact with a person who has a disability, just ask!

The Basics

ASK BEFORE YOU HELP

Just because someone has a disability, don't assume she needs help.* If the setting is accessible, people with disabilities can usually get around fine. Adults with disabilities want to be treated as independent people. Offer assistance only if the person appears to need it. A person with a disability will oftentimes communicate when she needs help. And if she does want help, ask how before you act.

BE SENSITIVE ABOUT PHYSICAL CONTACT

Some people with disabilities depend on their arms for balance. Grabbing them, even if your intention is to assist, could knock them off balance.

Avoid patting a person on the head or touching his wheelchair, scooter or cane. People with disabilities consider their equipment part of their personal space.

* Note: We want you to think of people who have disabilities as individuals—your friends, your co-workers, your neighbors—so rather than use the amorphous group term “they” for people with disabilities, we use the pronouns “he” or “she” throughout this booklet.



**Speak directly to
a person with
a disability....**

**....not to his
companion or
sign language
Interpreter.**



THINK BEFORE YOU SPEAK

Always speak directly to the person with a disability, not to his companion, aide or sign language interpreter. Making small talk with a person who has a disability is great; just talk to him as you would with anyone else. Respect his privacy. If you ask about his disability, he may feel like you are treating him as a disability, not as a human being. However, many people with disabilities are comfortable with questions about their disability after getting to know someone. A simple “I don’t feel comfortable sharing that” by the person with a disability can set the tone if it is not something that he/she is willing to share.

DON’T MAKE ASSUMPTIONS

People with disabilities are the best judge of what they can or cannot do.

Don’t make decisions for them about participating in any activity. Depending on the situation, it could be a violation of the ADA to exclude people because of a presumption about their limitations.

RESPOND GRACIOUSLY TO REQUESTS

When people who have disabilities ask for an accommodation at your business, it is not a complaint. It shows they feel comfortable enough in your establishment to ask for what they need. And if they get a positive response, they will probably come back again and tell their friends about the good service they received.

Terminology Tips

PUT THE PERSON FIRST. Say “person with a disability” rather than “disabled person.” Say “people with disabilities” rather than “the disabled.” For specific disabilities, saying “person with Tourette syndrome” or “person who has cerebral palsy” is usually a safe bet. Still, individuals do have their own preferences. If you are not sure what words to use, ask.

Avoid outdated terms like “handicapped”, “crippled”, or “retarded.” Be aware that many people with disabilities dislike jargony, euphemistic terms like “physically challenged” and “differently abled.” Say “person who uses a wheelchair” rather than “confined to a wheelchair” or “wheelchair bound.” The wheelchair is what enables the person to get around and participate in society; it’s liberating, not confining.

With any disability, avoid negative, disempowering words, like “victim” or “sufferer.” Say “person with AIDS” instead of “AIDS victim” or “person who suffers from AIDS.”

It’s okay to use idiomatic expressions when talking to people with disabilities. For example, saying, “It was good to see you,” and “See you later,” to a person who is blind is completely acceptable; they use these expressions themselves all the time.

Many people who are Deaf communicate with sign language and consider themselves to be members of a cultural and linguistic minority group. They refer to themselves as Deaf with a capital “D,” and may be offended by the term “hearing impaired.” Others may not object to the term, but in general it is safest to refer to people who have hearing loss but who communicate in spoken language as “hard of hearing” and to people with profound hearing losses as Deaf or deaf.

People Who Use Wheelchairs or Other Mobility Devices

PEOPLE WHO USE WHEELCHAIRS have different disabilities and varying abilities. Some can use their arms and hands. Some can get out of their wheelchairs and even walk for short distances.

People who use wheelchairs are individuals, not equipment. Don’t lean over someone who uses a wheelchair to shake another person’s hand or ask a wheelchair user to hold coats. Setting your drink on the desktop attached to someone’s wheelchair is a definite no-no.

- ◆ Don’t push or touch a person’s wheelchair; it’s part of her personal space. If you help someone down a curb without waiting for instructions, you may dump her out of the chair. You may detach the chair’s parts if you lift it by the handles or the footrest.
- ◆ Keep the ramps and wheelchair-accessible doors to your building unlocked and unblocked. Under the ADA, displays should not be in front of entrances, wastebaskets should not be in the middle of aisles, and boxes should not be stored on ramps.



**Keep accessible
paths of
travel clear.**



- ◆ Be aware of a person's reach limits. Place as many items as possible within their grasp. And make sure that there is a clear path of travel to shelves and display racks. When talking to a person using a wheelchair, grab your own chair and sit at her level. If that's not possible, stand at a slight distance, so that she isn't straining her neck to make eye contact with you.
- ◆ If the service counter at your place of business is too high for a person using a wheelchair to see over, step around it to provide service. Have a clipboard handy if filling in forms or providing signatures is expected. A business may also want to make sure employees are prepared to angle down or detach a key pad so a person using a wheelchair can sign their electronic signature after making a credit card purchase.
- ◆ If your building has different routes through it, be sure that signs direct people to the accessible routes around the facility. People who use canes or crutches also need to know the easiest way to get around a place, but stairs may be easier for them than a ramp. Ensure that security guards and receptionists can answer questions about the most accessible way around the building and grounds, including the location of elevators.
- ◆ People who use canes or crutches need their arms to balance themselves, so never grab them. People who have limited mobility may lean on a door for support as they open it. Pushing the door open from behind or unexpectedly opening the door may cause them to fall. Even pulling out or pushing in a chair may present a problem. Always ask before offering help.
- ◆ If you offer a seat to a person who has limited mobility, keep in mind that chairs with arms or with higher seats are easier for some people to use.
- ◆ Falls are a big problem for people who have limited mobility. Be sure to set out adequate warning signs after washing floors. Also put out mats on rainy or snowy days to keep the floors as dry as possible. (Make sure they don't bunch up and make the floor impassable.)



Don't ask a person using a wheelchair to hold things for you.

Respect her personal space.



- ◆ People who do not have a visible disability may have needs related to their mobility. For example, a person with a respiratory or heart condition may have trouble walking long distances or walking quickly. Be sure that your museum, hotel or department store has ample benches for people to sit and rest on.
- ◆ Some people have limited use of their hands, wrists or arms. Be prepared to offer assistance with reaching, grasping or lifting objects, opening doors and display cases, and operating vending machines and other equipment.

People Who Are Blind

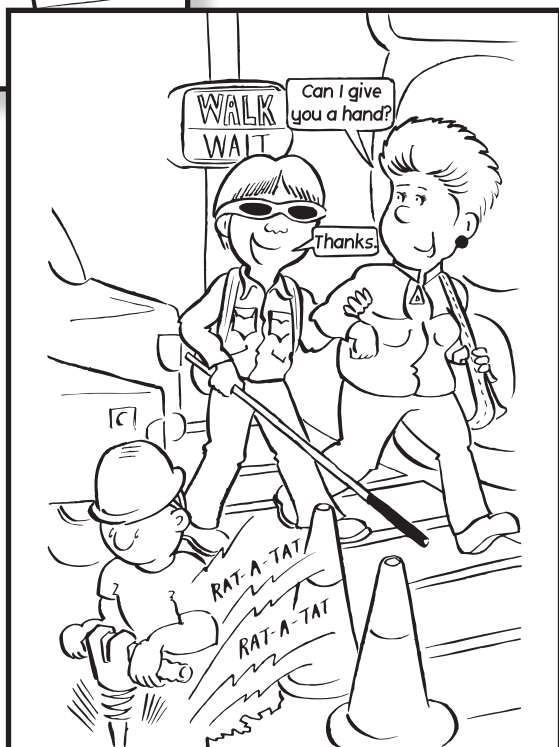
PEOPLE WHO ARE BLIND know how to orient themselves and get around on the street. They are competent to travel unassisted, though they may use a cane or a guide dog. A person may have a visual disability that is not obvious. Be prepared to offer assistance—for example in reading—when asked.

- ◆ Identify yourself before you make physical contact with a person who is blind. Tell him your name and your role if it's appropriate, such as security guard, usher, case worker, receptionist or fellow student. And be sure to introduce him to others who are in the group, so that he's not excluded.
- ◆ If a new customer or employee is blind or has low vision, offer him a tour of your facility.
- ◆ If you have changed your facility (i.e., rearranged the furniture) notify your customers who are blind of the changes.
- ◆ People who are blind may need their arms for balance, so offer your arm—don't take his—if he needs to be guided. (It is however appropriate to guide a blind person's hand to a banister or the back of a chair to help direct him to a stairway or a seat.)
- ◆ If the person has a guide dog, walk on the side opposite the dog. As you are walking, describe the setting, noting any obstacles, such as stairs



If a person who is blind needs to be guided....

**....offer your arm—
don't take his.**



(‘up’ or ‘down’) or a big crack in the sidewalk. Other hazards include: revolving doors, half-opened filing cabinets or doors, and objects protruding from the wall at head level such as hanging plants or lamps. If you are going to give a warning, be specific. Hollering “Look out!” does not tell the person if he should stop, run, duck or jump.

- ◆ If you are giving directions, give specific, non-visual information. Rather than say, “Go to your right when you reach the office supplies,” which assumes the person knows where the office supplies are, say, “Walk forward to the end of this aisle and make a full right.”
- ◆ If you need to leave a person who is blind, inform him you are leaving and ask if he needs anything before you leave.
- ◆ Don’t touch the person’s cane or guide dog. The dog is working and needs to concentrate. The cane is part of the individual’s personal space. If the person puts the cane down, don’t move it. Let him know if it’s in the way.
- ◆ Offer to read written information—such as the menu, merchandise labels or bank statements—to customers who are blind. Count out change so that they know which bills are which.
- ◆ If you serve food to a person who is blind, let him know where it is on the plate according to a clock orientation (12 o’clock is furthest from them, 6 o’clock is nearest). Remove garnishes and anything that is not edible from the plate. Some patrons may ask you to cut their food; this can be done in the restaurant’s kitchen before the meal is served.



**Be specific
when giving
directions....**

**...to people who
are blind or have
low vision.**



People With Low Vision

A PERSON WHO HAS LOW VISION may need written material in large print. A clear font with appropriate spacing is just as important as the type size. Labels and signs should be clearly lettered in contrasting colors. It is easiest for most people with low vision to read bold white letters on black background. Avoid using all uppercase letters because it is more difficult for people with low vision to distinguish the end of a sentence.

- ◆ Good lighting is important, but it shouldn't be too bright. In fact, very shiny paper or walls can produce a glare that disturbs people's eyes.
- ◆ Keep walkways clear of obstructions. If people with low vision regularly use your facility as customers or employees, inform them about any physical changes, such as rearranged furniture, equipment or other items that have been moved.

People Who Are Deaf or Have a Hearing Loss

AMERICAN SIGN LANGUAGE (ASL) is an entirely different language from English, with a syntax all its own. Speech reading (lip reading) is difficult for people who are Deaf if their first language is ASL because the majority of sounds in English are formed inside the mouth, and it's hard to speech read a second language.

People who have a hearing loss, however, communicate in English. They use some hearing, but may rely on amplification and/or seeing the speaker's lips to communicate effectively.

There is a range of communication preferences and styles among people with hearing loss that cannot be explained in this brief space. It is helpful to note that the majority of people who incurred a hearing loss as adults do not communicate with sign language, do use English, and may be candidates for writing and assistive listening devices to help improve communication. People with cochlear implants, like other people with hearing loss, will usually inform you what works best for them.

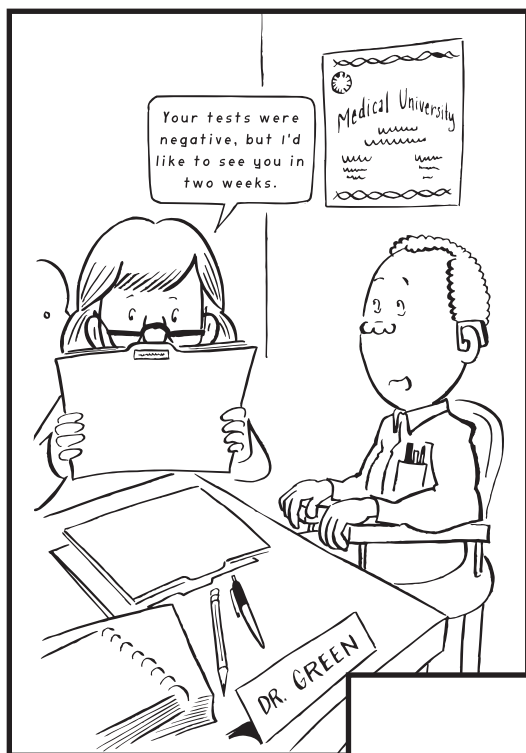


When an exchange of information is complex, the most effective way to communicate with....

....a person who is Deaf is through a qualified sign language interpreter.



- ◆ When the exchange of information is complex (e.g., during a job interview or doctor's visit or when reporting a crime) the most effective way to communicate with a native signer is through a qualified sign language interpreter. For a simple interaction (e.g., ordering in a restaurant or registering for a hotel room) writing back and forth is usually okay.
- ◆ Follow the person's cues to find out if she prefers sign language, gesturing, writing or speaking. If you have trouble understanding the speech of a person who is deaf or hard of hearing, let her know.
- ◆ When using a sign language interpreter, look directly at the person who is deaf, and maintain eye contact to be polite. Talk directly to the person ('What would you like?'), rather than to the interpreter ('Ask her what she'd like.').
- ◆ People who are deaf need to be included in the decision-making process for issues that affect them; don't decide for them.
- ◆ Before speaking to a person who is deaf or has a loss of hearing, make sure that you get her attention. Depending on the situation, you can extend your arm and wave your hand, tap her on the shoulder or flicker the lights.
- ◆ Rephrase, rather than repeat, sentences that the person does not understand.
- ◆ When talking, face the person. A quiet, well-lit room is most conducive to effective communication. If you are in front of the light source (e.g., a window) with your back to it, the glare may obscure your face and make it difficult for the person who is hard of hearing to speech read.
- ◆ Speak clearly. Most people who have a hearing loss count on watching people's lips as they speak to help them understand. Avoid chewing gum, smoking or obscuring your mouth with your hand while speaking.
- ◆ There is no need to shout. If the person uses a hearing aid, it will be calibrated to normal voice levels; your shout will just distort the words.



Do not obscure your face when communicating with a person who has a hearing loss.



- ◆ People who are deaf (and some who have a hearing loss or speech disabilities) make and receive telephone calls with the assistance of various technologies including a TTY (short for teletypewriter) or a Video Relay Service (VRS). VRS enables a person who is deaf or has a hearing loss to make and receive telephone calls through a communications assistant who is a qualified American Sign Language Interpreter. For many people who are deaf or have a hearing loss, VRS is closer to “functionally equivalent” telephone services than any other form of relay service. For American Sign Language users, VRS conversations flow more smoothly, naturally, and faster than communicating by typing.
- ◆ When a TTY user calls a business that does not have a TTY, she places the call through her state’s relay service. Likewise, a business that does not have a TTY can reach a customer who is a TTY user through the relay service. If you receive a relay call, the operator will identify it as such. Please do not hang up; this is the way that people who are deaf are able to place an order at your pizza parlor, call your store to find out what hours you are open, or make a reservation at your restaurant.

People With Speech Disabilities

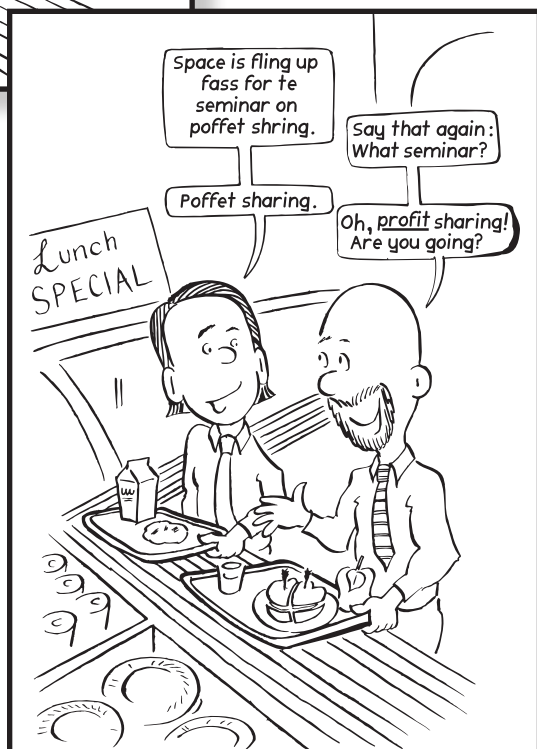
A PERSON WHO HAS HAD A STROKE, is deaf, uses a voice prosthesis or has a stammer or other type of speech disability may be difficult to understand.

- ◆ Give the person your full attention. Don’t interrupt or finish the person’s sentences. If you have trouble understanding, don’t nod. Just ask him to repeat. In most cases the person won’t mind and will appreciate your effort to hear what he has to say.
- ◆ If you are not sure whether you have understood, you can repeat for verification.
- ◆ If, after trying, you still cannot understand the person, ask him to write it down or to suggest another way of facilitating communication.
- ◆ A quiet environment makes communication easier.



If you have trouble understanding a person with....

...a speech disability ask him to repeat.



- ◆ Don't tease or laugh at a person with a speech disability. The ability to communicate effectively and to be taken seriously is important to all of us.

Persons of Short Stature

THERE ARE 200 DIAGNOSED TYPES OF GROWTH-RELATED DISORDERS that can cause dwarfism and that result in the person being 4 feet 10 inches or less in height. For an adult, being treated as cute and childlike can be a tough obstacle.

- ◆ Be aware of having necessary items within the person's reach to the maximum extent possible.
- ◆ Be aware that persons of short stature count on being able to use equipment that is at their height. Be sensitive about not using lower telephones, bank counters and urinals if they are in limited supply.
- ◆ As with people who have other disabilities, never pet or kiss a person of short stature on the head.
- ◆ Communication can be easier when people are at the same level. Persons of short stature have different preferences. You might kneel to be at the person's level; stand back so you can make eye contact without the person straining her neck (this can be hard to do in a crowded room); or sit in a chair. Act natural and follow the person's cues.

People With Cerebral Palsy

AS A RESULT OF INJURY TO THE CENTRAL NERVOUS SYSTEM, people with cerebral palsy (CP) have difficulty controlling their muscles.

- ◆ Many people with CP have slurred speech and involuntary body movements. Your impulse may be to discount what they have to say, based on their appearance. Monitor your responses and interact with the person as you would with anyone else.
- ◆ A person who may appear to be drunk, sick or have a medical emergency might in fact have CP or another disability. Get the facts before acting on your first impression, whether the situation is business, social or law enforcement.

People With Tourette Syndrome

PEOPLE WITH TOURETTE SYNDROME may make vocalizations or gestures such as tics that they cannot control. A small percentage of people with Tourette syndrome involuntarily say ethnic slurs or obscene words. An employee or other person with Tourette syndrome will benefit from the understanding and acceptance of co-workers and others.

- ◆ If a person with Tourette makes vocalizations during a conversation, simply wait for her to finish, and then calmly continue.
- ◆ The more the person tries to contain these urges, the more the urges build up. It may be helpful for a person with Tourette to have the option to leave the meeting or conversation temporarily to release the build-up in a private place.

People Who Look Different

A DIFFERENT ISSUE confronts people who may not be limited in their life activities, but who are treated as if they have a disability because of their appearance. People with facial differences, such as cleft lip or palate, cranio-facial disfigurement, or a skin condition; people who are above or below the average height or weight; people who may display visible effects of medication, such as a tremor—in short, people who look different—have the frequent experience of finding people staring at them, looking away or looking through them as if they are invisible.

- ◆ Everyone needs to have a positive self-image to be a fully participating member of society. Be sure that you don't contribute to stigmatizing people who look different.
- ◆ If the situation is appropriate, strike up a conversation and include the person in whatever is going on.

People With Hidden Disabilities

NOT ALL DISABILITIES ARE APPARENT. A person may make a request or act in a way that seems strange to you. That request or behavior may be disability-related.

For example, you may give seemingly simple verbal directions to someone, but the person asks you to write the information down. He may have a learning disability that makes written communication easier for him. Or a person may ask to sit, rather than stand, in line. This person may be fatigued from a condition such as cancer, or may be feeling the effects of medication.

Even though these disabilities are hidden, they are real. Please respect the person's needs and requests whenever possible.

People With Epilepsy or Seizure Disorders

EPILEPSY IS A NEUROLOGICAL CONDITION characterized by seizures that happen when the electrical system of the brain malfunctions. The seizures may be convulsive, or the person may appear to be in a trance. During complex partial seizures, the person may walk or make other movements while he is, in effect, unconscious.

- ◆ If a person has a seizure, you cannot do anything to stop it. If he has fallen, be sure his head is protected and wait for the seizure to end.
- ◆ When a seizure has ended, the person may feel disoriented and embarrassed. Try to ensure that he has privacy to collect himself.
- ◆ Be aware that beepers and strobe lights can trigger seizures in some people.



Try to avoid using sprays or other fummy products when customers are in your store.



People With Multiple Chemical Sensitivity (MCS) and Respiratory Disabilities

PEOPLE WITH MCS AND RESPIRATORY DISABILITIES such as asthma or emphysema react to toxins in the air. Stale air, fumes from cleaning products, perfume, carpeting, air freshener or even the fumes from magic markers can trigger a severe reaction.

- ◆ Try to avoid spray-cleaning tables, windows or other surfaces while people are in your place of business. If you must use a spray product, spray or pour it closely into the cloth, not into the air. Use less-toxic products when possible. Request that staff that have contact with the public go easy on fragranced body-care products like cologne, hair spray, hand lotion, and after-shave.
- ◆ Maintaining good ventilation and indoor air quality will not only benefit your customers who have MCS and respiratory disabilities, it will also help you and all of your employees stay healthier and more alert.
- ◆ Second-hand smoke can be particularly harmful to people with MCS or respiratory disabilities. Follow and enforce no-smoking regulations, including in restrooms and stairwells. Discourage smokers from congregating at the entrance to your business. If appropriate, designate a separate smoking area where the door is kept closed and the air ventilates to the outside.

People With HIV & AIDS

PEOPLE WITH HUMAN IMMUNODEFICIENCY VIRUS (HIV) or Autoimmune Deficiency Syndrome (AIDS) have impaired immune systems, so their bodies have trouble fighting off infections.

- ◆ You can't catch HIV from casual contact such as shaking hands, so don't be afraid of touching or being touched by a person with AIDS.
- ◆ A person with HIV or AIDS, however, is at significant risk of picking up an airborne infection. Be conscious of not putting someone else at risk. If you have a respiratory infection or any other easily transmittable illness, be considerate of all your customers and employees and stay home, if possible.
- ◆ Many people with AIDS feel stigmatized. By simply greeting or shaking the person's hand, you are letting him know that he is accepted. It will mean a lot to him.

A WORD ABOUT CONFIDENTIALITY:

You may really care or you may just be curious about a person with a disability who is in crisis, suddenly ill, or misses work for unexplained reasons. In spite of your concern, please respect the privacy of a person with a disability. Allow him to discuss his situation if and when he feels comfortable doing so.

People with Psychiatric Disabilities or Mental Illness

PEOPLE WITH PSYCHIATRIC DISABILITIES may at times have difficulty coping with the tasks and interactions of daily life. Their disorder may interfere with their ability to feel, think or relate to others. Most people with psychiatric disabilities are not violent. One of the main obstacles they face is the attitudes that people have about them. Because it is a hidden disability, chances are you will not even realize that the person has a mental health condition.

- ◆ Stress can affect the person's ability to function. Try to keep the pressure of the situation to a minimum.
- ◆ People who have psychiatric disabilities have varying personalities and different ways of coping with their disability. Some may have trouble picking up on social cues; others may be supersensitive. One person may be very high energy, while someone else may appear sluggish. Treat each person as an individual. Ask what will make him most comfortable and respect his needs to the maximum extent possible.
- ◆ In a crisis, stay calm and be supportive as you would with anyone. Ask how you can help, and find out if there is a support person who can be sent for. If appropriate, you might ask if the person has medication that he needs to take.



**Always
ask before
you help.**



People With Developmental Disabilities

PEOPLE WITH DEVELOPMENTAL DISABILITIES LEARN SLOWLY. They have a hard time using what they have learned and applying it from one setting or situation to another.

- ◆ Speak to the person in clear sentences, using simple words and concrete—rather than abstract—concepts. Help her understand a complex idea by breaking it down into smaller parts.
- ◆ Don't use baby talk or talk down to people who have developmental disabilities. Gauge the pace, complexity, and vocabulary of your speech according to theirs.
- ◆ Remember that the person is an adult and, unless you are informed otherwise, can make her own decisions.
- ◆ People with developmental disabilities may be anxious to please. During an interview, the person may tell you what she thinks you want to hear. In certain situations, such as law enforcement or a doctor's examination, it can have grave consequences if your interview technique is not effective. Questions should be phrased in a neutral way to elicit accurate information. Verify responses by repeating each question in a different way.
- ◆ It can be difficult for people with developmental disabilities to make quick decisions. Be patient and allow the person to take their time.
- ◆ Clear signage with pictograms can help a person who has developmental disabilities to find her way around a facility.
- ◆ People with developmental disabilities often rely on routine and on the familiar to manage work and daily living. Be aware that a change in the environment or in a routine may require some attention and a period of adjustment.

People with Learning Disabilities

LEARNING DISABILITIES ARE LIFELONG DISORDERS that interfere with a person's ability to receive, express or process information. Although they have certain limitations, most people with learning disabilities have average or above-average intelligence. You may not realize that the person has a learning disability because he functions so well. Or you may be confused about why such a high-functioning person has problems in one aspect of his work.

- ◆ People with dyslexia or other reading disabilities have trouble reading written information. Give them verbal explanations and allow extra time for reading.
- ◆ Don't be surprised if you tell someone very simple instructions and he requests that you write them down. Because spoken information gets "scrambled" as he listens, a person who has a learning disability such as auditory processing disorder may need information demonstrated or in writing.
- ◆ Ask the person how you can best relay information. Be direct in your communication. A person with a learning disability may have trouble grasping subtleties.
- ◆ It may be easier for the person to function in a quiet environment without distractions, such as a radio playing, people moving around or loudly patterned curtains.

People with Traumatic (or Acquired) Brain Injury

PEOPLE WITH TRAUMATIC BRAIN INJURY have had damage to the brain usually as the result of trauma, such as an accident or stroke.

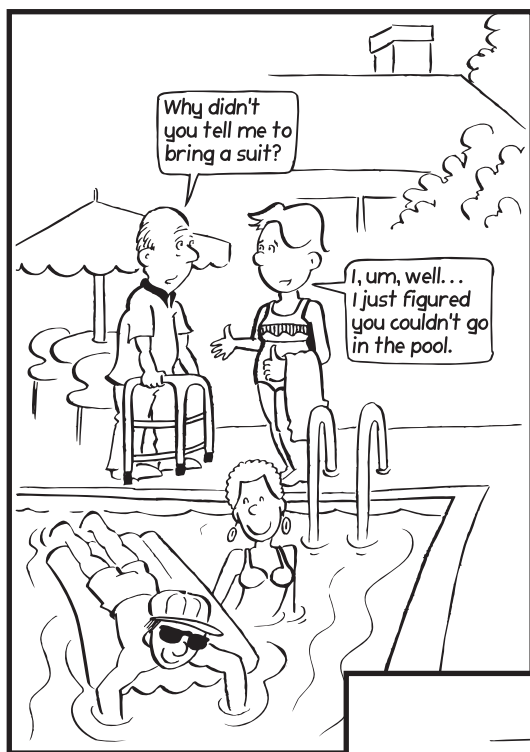
- ◆ Some of the factors that affect people with learning disabilities also apply to people with traumatic brain injury. People with brain injury may have a loss of muscle control or mobility that is not obvious. For example, a person may not be able to sign her name, even though she can move her hand.

- ◆ A person with a brain injury may have poor impulse control. The person may make inappropriate comments and may not understand social cues or “get” indications that she has offended someone. In her frustration to understand, or to get her own ideas across, she may seem pushy. All of these behaviors arise as a result of the injury.
- ◆ A person with a brain injury may be unable to follow directions due to poor short-term memory or poor directional orientation. She may ask to be accompanied, or she may use a guide dog for orientation, although she does not appear to be mobility impaired.
- ◆ If you are not sure that the person understands you, ask if she would like you to write down what you were saying.
- ◆ The person may have trouble concentrating or organizing her thoughts, especially in an over-stimulating environment, like a crowded movie theater or transportation terminal. Be patient. You might suggest going somewhere with fewer distractions.

People Who Use Service Animals

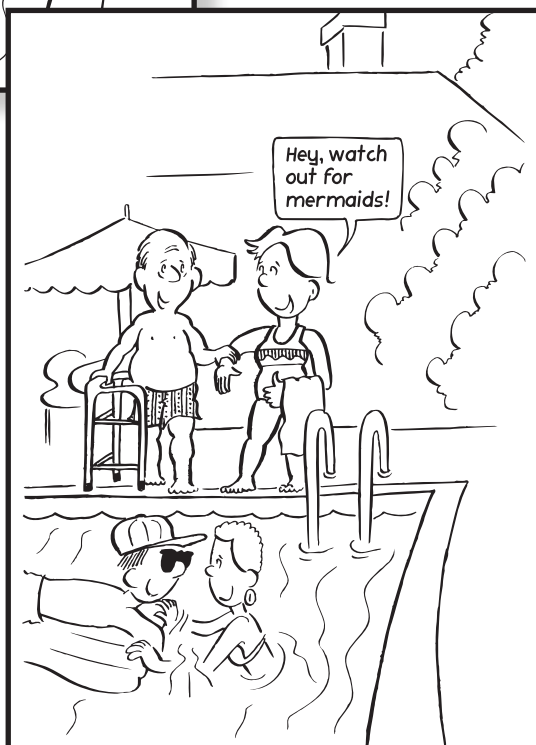
SOME PEOPLE WHO are Deaf, blind or have low vision, or who have traumatic brain injury, seizure disorder, or a range of other disabilities may use a service animal to assist them with daily living.

- ◆ While you may inquire whether an animal is a service animal, the person may not have information identifying it as such. This means that in general, you will need to modify a “no animals” policy to allow the person to enter with her service animal. Barring a direct threat to health and safety, this requirement of the ADA is generally thought to take precedence over any health codes, such as those for restaurants, and personal preferences, such as those of taxi drivers, prohibiting pets.
- ◆ Service animals are generally highly trained and well behaved. You may ask the person to remove the animal if she does not have the animal under her control. Do not touch the service animal without permission. The animal may be adorable, but it is on the job.



**Don't make
decisions for
people with
disabilities....**

**.... about what
they can or
can't do.**



Emergency Evacuation Procedures for People With Disabilities

PEOPLE WITH DISABILITIES MUST BE CONSIDERED IN ANY FACILITY'S EVACUATION PLAN.

- ◆ Compile a voluntary list of people with disabilities who are regulars at your facility, such as employees, students or residents. While you are compiling this list, let people know that even though they may not consider themselves of having a disability, they should be included if they may need help during an emergency. For example, this might apply to someone whose asthma may be triggered by stress or smoke. Keep the list updated to include people who are living with temporary disabilities, such as a pregnant woman or someone with a broken leg.
- ◆ Interview each individual on the list to plan the most effective way to assist them in case of an emergency. For example, a person with a cognitive disability may get confused and need assistance in following directions.
- ◆ Also develop a plan, including a voluntary sign-in, for an emergency that may affect people who are not attached to the facility, such as customers, theatergoers, patients or other members of the public.
- ◆ Practice the evacuation procedures and keep your plans up to date.

Conflict Management

SOMETIMES CONFLICTS ARISE between people with disabilities and the places they visit for work, recreation, health care or education. These conflicts are usually the result of misunderstanding or a lack of information. Sometimes conflicts develop between people with disabilities who have conflicting needs. For example, a person who has a hearing loss cannot hear the proceedings with the window open, but a person with Multiple Chemical Sensitivity needs the window open for fresh air; someone who uses a service dog may run into a conflict with a person who has an anxiety disorder and an extreme fear of dogs.

All of these situations call for flexibility, patience, creativity, and open communication—a willingness to listen to the other guy's perspective and to learn.

Sometimes good faith efforts are not enough, and parties have difficulty working out their differences. In these cases, consider using the services of a skilled mediator.

A Final Word

PEOPLE WITH DISABILITIES are individuals with families, jobs, hobbies, likes and dislikes, and problems and joys. While the disability is an integral part of who they are, it alone does not define them. Don't make them into disability heroes or victims. Treat them as individuals.

Signage

Note accessibility of your business or program by using the symbols below in advertising, on flyers, and as signage at the location of the service. Be sure to use the verbal description, along with the symbol. As signage, enlarge the symbol and place it where it will be most visible.



WHEELCHAIR ACCESS



ASSISTIVE LISTENING FOR PEOPLE WHO HAVE A HEARING LOSS



SIGN-LANGUAGE INTERPRETER



TTY/TDD

DISABILITY ETIQUETTE

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**United Spinal
Association**

75-20 Astoria Boulevard,
Jackson Heights, NY, 11370-1177
718•803•3782 www.unitedspinal.org



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Accessibility Services at:

info@accessibility-services.com

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